



The Arc
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To: Chair & Members of the Customer
Services Scrutiny Committee

Contact: Tom Scott
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Friday 11th February 2022

Dear Councillor

CUSTOMER SERVICES SCRUTINY COMMITTEE

You are hereby summoned to attend a meeting of the Customer Services Scrutiny Committee of Bolsover District Council to be held at the Council Chamber, The Arc, Clowne on Monday, 21st February, 2022 at 10:00 hours.

Risk Assessment Disclaimer

When attending this meeting in person, I confirm that I have read and understood the contents of each of the following risk assessments and agree to act in line with its content.

- Covid-19 ARC RTW RA001
- Working in Offices At The Arc During Covid-19 Pandemic Guidance – ARC – SSW001
- Meetings – EM001 - Committee and Council Meetings during the Covid-19 pandemic

These documents have been emailed to Members and are available on the Modern.Gov App library.



Bolsover
District Council

We speak your language
Polish **Mówimy Twoim językiem**
Slovak **Rozprávame Vaším jazykom**
Chinese **我们会说你的语言**

**If you require this agenda in large print
or another format please call us on 01246 217753**

If you require an adjustment to enable you to participate in or access the meeting please contact the Governance Team at least 72 hours before the meeting starts.

Register of Members' Interests - Members are reminded that a Member must within 28 days of becoming aware of any changes to their Disclosable Pecuniary Interests provide written notification to the Authority's Monitoring Officer.

You will find the contents of the agenda itemised onwards.

Yours faithfully

A handwritten signature in dark ink, appearing to read 'J. S. Fielden'. The signature is written in a cursive style with a large, sweeping 'J' and 'F'.

Interim Monitoring Officer

**CUSTOMER SERVICES SCRUTINY COMMITTEE
AGENDA**

**Monday, 21st February, 2022 at 10:00 hours taking place at the Council Chamber, The
Arc, Clowne**

Item No.		Page No.(s)
	<u>PART A - FORMAL</u>	
1.	Apologies for Absence	
2.	Urgent Items To note any urgent items of business which the Chairman has consented to being considered under the provisions of Section 100(B) 4(b) of the Local Government Act 1972.	
3.	Declarations of Interest Members should declare the existence and nature of any Disclosable Pecuniary Interest and Non Statutory Interest as defined by the Members' Code of Conduct in respect of: a) any business on the agenda b) any urgent additional items to be considered c) any matters arising out of those items and if appropriate, withdraw from the meeting at the relevant time.	
4.	Minutes To consider the minutes of the meeting on 13 th December 2021.	5 - 6
5.	List of Key Decisions and Items to be Considered in Private <i>(Members should contact the officer whose name appears on the List of Key Decisions for any further information. NB: If Members wish to discuss an exempt report under this item, the meeting will need to move into exempt business and exclude the public in accordance with the Local Government (Access to Information) Act 1985 and Local Government Act 1972, Part 1, Schedule 12a for that part of the meeting only).</i>	7
6.	Customer Service Standards and Compliments, Comments and Complaints Report 2019/20 - 1st April 2020 to 30th September 2020	8 - 77
7.	Work Programme 2021/22	78 - 84
	<u>PART B - INFORMAL</u>	

The formal meeting of the Committee ends at this point. Members will meet informally as a working party to carry out their review work. This meeting is closed to the public, so members of the public should leave at this point.

8. Review Work

CUSTOMER SERVICES SCRUTINY COMMITTEE

Minutes of a meeting of the Customer Services Scrutiny Committee of the Bolsover District Council held in the Council Chamber, The Arc, Clowne on Monday, 13th December 2021 at 10:00 hours.

PRESENT:-

Members:-

Councillor Rose Bowler in the Chair

Councillors Allan Bailey, David Dixon, Stan Fox, Ray Heffer and Andrew Joesbury.

Officers:- Sarah Sternberg (Monitoring Officer), (Vicky Dawson (Assistant Director - Housing Management & Enforcement), Eddie Raper (Planned Repairs Inspector), and Alison Bluff (Governance Officer).

CS31-21/22 APOLOGIES FOR ABSENCE

An apology for absence was received on behalf of Councillor Rita Turner.

CS32-21/22 URGENT ITEMS OF BUSINESS

There were no urgent items of business to consider.

CS33-21/22 DECLARATIONS OF INTEREST

There were no declarations of interest made.

CS34-21/22 MINUTES – 18TH OCTOBER 2021

Moved by Councillor Ray Heffer and seconded by Councillor Andrew Joesbury.

RESOLVED that the Minutes of a Customer Services Scrutiny Committee held on 18th October 2021 be approved as a correct record.

CS35-21/22 LIST OF KEY DECISIONS AND ITEMS TO BE CONSIDERED IN PRIVATE

Committee considered the List of Key Decisions and items to be considered in private document.

Moved by Councillor Ray Heffer and seconded by Councillor Andrew Joesbury.

CUSTOMER SERVICES SCRUTINY COMMITTEE

RESOLVED that the List of Key Decisions and items to be considered in private document be noted.

CS36-21/22 WORK PROGRAMME 2021/2022

Committee considered their work programme 2021/22.

Moved by Councillor Rose Bowler and seconded by Councillor Ray Heffer.

RESOLVED that the Work Programme 2021/22 be noted.

The meeting ended at 1015 hours.



List of Key Decisions and items to be considered in private

The latest version of the Forward Plan can be found here:

<https://committees.bolsover.gov.uk/mgListPlans.aspx?RPId=1147&RD=0&bcr=1>

Members should contact the officer whose name appears on the List of Key Decisions for any further information.

NB: If Members wish to discuss an exempt report under this item, the meeting will need to move into exempt business and exclude the public in accordance with the Local Government (Access to Information) Act 1985 and Local Government Act 1972, Part 1, Schedule 12a for that part of the meeting only.

Bolsover District Council

Customer Services Scrutiny Committee

21st February 2022

Customer Service Standards/ Compliments, Comments and Complaints **Report 2021/22 - 1st April 2021 to 30th September 2021**

Report of the Executive Director of Strategy and Development

Classification: This report is public

Report By: Executive Director of Strategy and Development

Contact Officer: Customer Standards and Complaints Officer

PURPOSE / SUMMARY

- To provide information on the Council's performance in relation to its customer service standards.
 - To provide information on the effective management of complaints and customer requests which is central to excellent customer service and the Council can use to improve its services.
 - To provide information on the number of compliments, comments and complaints for the period 1st April 2021 to 30th September 2021
 - To make Elected Members aware of performance in relation to its Customer Service Standards and the effective management of complaints.
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RECOMMENDATIONS

1. That the Customer Service and Transformation Scrutiny Committee note the overall performance on Customer Service Standards and Compliments, Comments and Complaints

Approved by the Portfolio Holder – Councillor D McGregor

IMPLICATIONS

Finance and Risk: Yes ☐ No ☒

Details:

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.

On Behalf of the Section 151 Officer

Legal (including Data Protection): Yes ☐ No ☒

Details:

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.

On Behalf of the Solicitor to the Council

Staffing: Yes ☐ No ☒

Details:

Not applicable as the report is to keep Elected Members informed.

On behalf of the Head of Paid Service

DECISION INFORMATION

Decision Information	
Is the decision a Key Decision? A Key Decision is an executive decision which has a significant impact on two or more District wards or which results in income or expenditure to the Council above the following thresholds: BDC: Revenue - £75,000 ☐ Capital - £150,000 ☐ NEDDC: Revenue - £100,000 ☐ Capital - £250,000 ☐	No
Is the decision subject to Call-In? (Only Key Decisions are subject to Call-In)	No
District Wards Significantly Affected	All
Consultation: Leader / Deputy Leader ☐ Cabinet / Executive ☐ SAMT ☐ Relevant Service Manager ☒ Members ☐ Public ☐ Other ☐	Yes Details:

Links to Council Ambition (BDC)/Council Plan (NED) priorities or Policy Framework including Climate Change, Equalities, and Economics and Health implications.

Increasing customer satisfaction with our services
Improving customer contact and removing barriers to accessing information
Actively engaging with partners to benefit our customers
Promoting equality and diversity and supporting vulnerable and disadvantaged people

REPORT DETAILS

1 Background

The purpose of this report is to make Elected Members aware of performance in relation to its Customer Service Standards and the effective management of complaints.

1.1 Customer Service Standards

Appendix 1 provides a breakdown of the key customer service standards by quarterly period, together with the target and the cumulative performance for each standard.

Telephones

Target - 93% to be answered within 20 seconds

Appendix 2 shows the performance between 1st April 2021 and 30th September 2021 by quarterly period. The report identifies 89% (88% in Q1 and 89% Q2) of incoming calls are being answered corporately within 20 seconds cumulatively. This was mainly due to the huge increase in calls to Revenues and Benefits (12,932 in Q1 and 11,010 in Q2).

Contact Centres

Target - 75% of incoming calls to be answered within 20 seconds

Contact Centres achieved 77% and 65% for quarters 1 & 2 respectively (71% cumulatively). The slight slippage in Q2 was due to staff resources being below the minimum required.

Revenues & Benefits

Target - 65% of incoming calls to be answered within 20 seconds

Revenues & Benefits 'direct dial' achieved 81% and 85% for quarters 3 & 4 respectively (83% cumulatively).

E-mails

Target 1 - 100% to be acknowledged within 1 working day

Target 2 - 100% to be replied to within 8 working days

For this reporting period, 1st April to 30th September 2021:

- 12,674 e-mail enquiries (6,598 in Q3 and 6,076 in Q4) from the public were received through enquiries@bolsover.gov.uk
- All were acknowledged within one working day
- 99% were replied to in full within 8 working days.

This remains a popular method of contact and the volume is still increasing.

Face to face monitoring

Target – 99% not kept waiting longer than 20 minutes at a Contact Centre

No monitoring undertaken due to ongoing Covid-19 pandemic arrangements.

1.2 Compliments, Comments and Complaints

Compliments

Appendix 3 (A) shows the number of written compliments received for the period by department. In total 129 written compliments were received. Compliments were received from customers who appreciated excellent service.

Comments

Appendix 3 (B) shows the number of written comments received for the period. 100% (all 13) were acknowledged and passed to the respective department within the target time of 3 working days, for consideration when reviewing their service.

Complaints

Frontline resolution (stage one)

Appendix 3 (C) shows the number of Frontline Resolution complaints received by the Contact Centre service and recorded on the Customer Information System (Firmstep) by department. The customer service standard for responding to these complaints is 3 working days.

Formal Investigation (stage two)

Appendices 3 (D), (E) and (F) shows the Formal Investigation complaints and M.P. enquiries received. 151 were received during this period, 96% of which were responded to within our customer service standard of 15 working days. Covid-19 restrictions and sickness absence did initially have an impact on performance, however this appears to have improved.

As some complaints cross cut departments, this number does not correspond with the total above when viewed in this way.

Internal Review (stage three)

Appendix 3 (G) shows the Internal Review stage three complaints received for the period. These are complainants who have already made a stage two complaint and still feel dissatisfied. During this period 25 stage three complaints were received, 24 of which were responded to within the standard of 20 working days.

Ombudsman

Appendix 3 (H) shows the status of Ombudsman complaints for 2021/22 as at 3rd February 2022. During this reporting period two cases and two decisions were received.

2. Details of Proposal or Information

2.1 None – to keep Elected Members informed.

3 Reasons for Recommendation

3.1 To note the overall performance on Customer Service Standards and Compliments, Comments and Complaints

4 Alternative Options and Reasons for Rejection

4.1 None.

DOCUMENT INFORMATION

Appendix No	Title
1	Customer Service Standards monitoring
2	Telephony performance
3	Compliments, Comments and Complaints: A. Compliments by department 1/4/21 – 31/9/21 B. Comments by department 1/4/21 – 31/9/21 C. Frontline resolution complaints 1/4/21 – 31/9/21 D. Formal Investigation (direct) complaints 1/4/21 – 31/9/21 E. M.P. enquiries 1/4/21 – 31/9/21 F. Formal Investigation (complex) complaints 1/4/21 – 31/9/21 G. Internal Review complaints 1/4/21 – 31/9/21 H. Ombudsman complaints summary for 2021/22

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)

None

Key Customer Service Standards - Performance Monitoring - 2021/2022												
Period	Telephone Standards					E-mail Standards			Face to Face Standards		Written Complaints	
	No. of Incoming Calls	% of Calls Answered within 20 Seconds	No. of Incoming Calls - Contact Centres	% of Calls Answered within 20 Seconds - Contact Centres	% of Calls Answered within 20 Seconds - Revenues & Benefits (direct dial)	No.of Emails	% Acknowledged within 1 Working Day	% Replied to within 8 Working Days	No. of Customers (Sample)	% Served at the Enquiry Desk in less than 20 minutes	No. of Complaints Received (Stage Two)	% Responded to within 15 Working Days
Target		93%		80%	60%		100%	100%		99%		97%
April to June	23152	88%	21,489	65%	81%	6,598	100%	99%			71	97%
Quarter 1 Cumulative	23,152	88%	21,489	65%	81%	6,598	100%	99%			71	97%
July to September	22,050	89%	20,153	77%	85%	6,076	100%	99%	No monitoring undertaken due to Covid-19 pandemic arrangements		72	100%
Quarter 2 Cumulative	45,202	89%	41,642	71%	83%	12,674	100%	99.0%			142	99%
October to December												
Quarter 3 Cumulative												
January to March									No monitoring undertaken due to Covid-19 pandemic arrangements			
Quarter 4 Cumulative												

Corporate target 93%	Q1			Q2		
	Total	Total in standard	%age	Total	Total in standard	%age
Department (by directorate)						
Resources						
Communications	24	24	100	58	58	100
Contact Centre Managers	99	94	95	114	108	94
ICT	896	888	99	664	662	100
Leisure	219	207	95	1465	1400	96
Payroll				182	180	99
Finance	279	271	97	274	264	96
Revenues & Benefits	12932	10614	82	11010	9278	84
Streetscene Services	2354	2206	94	1904	1812	95
Housing & Community Safety	409	380	93	2312	2115	91
	17212	14684	85	17983	15877	88
Strategy & Development						
Leader's Office	96	88	92	121	115	95
Legal, Governance, Scrutiny & Elections	110	108	98	237	229	97
Housing Repairs	4222	3916	93	2135	1983	92
HR & Health & Safety	282	278	99	217	213	97
Property & Commercial Services	549	531	97	587	577	98
Performance				35	34	97
Planning	547	490	90	650	601	92
Economic Development	134	134	100	85	85	100
	5940	5545	96	4067	3837	96
Total	23152	20229	88	22050	19714	89
Total in standard includes all incoming calls between Monday to Friday 9.00 a.m. until 17.00 p.m.: Answered on the original extension within 20 seconds Transferred to another extension on divert within 20 seconds Picked up by a group pick up within 20 seconds Which ring off within 20 seconds Does not meet target ☐						

A. Compliments by department – 01/04/21-31/09/21

Date Received	Summary of Compliment	Departments Involved
01/04/21	Quick update on this matter, it has been resolved thanks to the gent who called me yesterday. Completely forgot his name unfortunately but he really went above and beyond to resolve this. He called to highlight the urgency and advised the bin would be delivered the next day (today) however he somehow went one better and got it there yesterday evening. Please send him my thanks.	Streetscene Services
01/04/21	Please congratulate Can Ranger, for his professional yet friendly approach in reporting back about a recent incident in Glapwell.	Community Safety
06/04/21	Thank you for your reply the contents of which are noted. As far as I am concerned my complaint has been resolved and the collections are now as advised to me by your Street Cleaning Supervisor. Thanks again for looking into this. I'm sure you have more than enough to deal with at the moment.	Streetscene Services
06/04/21	Would like to thank Operative for sorting out her missed bin and getting it emptied and for also arranging to get her a hessian bag. She says it was much appreciated and she wanted to ring up to thank him in person.	Streetscene Services
06/04/21	Customer said thank you for calling him to let him know and that he really appreciates everything we are doing (in relation to benefits claim).	Revenues & Benefits
12/04/21	Would like to say thank you to the team who completed her recent requests of sorting a dog bin and some signs that had gone missing. She is very grateful of the quick service.	Streetscene Services
20/04/21	Many thanks to the all involved in the clean up in relation to the Hawthorn hedge clippings on Chatsworth Rd Creswell. Job well done to a good standard. Dog walkers are pleased with the results. They deserve a pat on the back!	Streetscene Services

Date Received	Summary of Compliment	Departments Involved
22/04/21	Customer would like to praise the refuse team for their efforts. Both burgundy and green bins emptied before 9 am on collection day. Customer is aware that the refuse team get a lot of bad press, especially on a social media platform so wished to offer her thanks for their prompt collection today.	Streetscene Services
21/04/21	Thank you for the prompt response; it is much appreciated.	Revenues & Benefits
21/04/21	I wanted to drop you a line to say thank you for picking up this application in a short period of time and a fantastic job at Committee today. It is recognised that the Council have supported at pre-app and throughout the application stage to manage the development process. The applicant and developer are also pleased with the high-quality service.	Planning
21/04/21	Both our clients and ourselves send our sincere thanks and appreciate the positive & pro-active approach from yourselves with regards this application and grateful the committee agreed to support your recommendations. We shall forward the approval to our clients and no doubt will be looking at the detailed design in the very near future. Thanks again.	Planning
21/04/21	I have received copies of the decision notices by email. It has been quite a challenging project which has taken up a lot of my time (and yours, I guess). The final design was a result of you and I both being determined and flexible. I would therefore like to thank you for assisting me to achieve a positive outcome. I hope the next application I submit will be less contentious!	Planning

Date Received	Summary of Compliment	Departments Involved
21/04/21	Thank you both for being so patient with an old codger like me. I wish all of the staff at the planning dept. a happy Christmas and a better 2021 than this one.	Planning
21/04/21	As efficient as ever! Thank you. Just one more idea which I had last night! Could we have the front windows in a victorian sash style too, so that they are more in keeping with the era of the building. I have mocked up a visual to show (roughly) what the right lower window may look like. I think it improves the look and authenticity of the building a lot - but I am a bit biased :) I await your thoughts and will apply for planning for the windows as advised.	Planning
22/04/21	Regarding Customer Advisor, very helpful and patient, knowledgeable and very polite. A pleasure to be helped by this lady.	Contact Centres
22/04/21	Although my issue isn't yet resolved Customer Advisor was extremely helpful polite and efficient in hopefully achieving a resolution.	Contact Centres
23/04/21	Good morning Just a quick email to say thank you for the delivery of my green bin this morning.	Streetscene Services
23/04/21	Customer was happy with the chap from that came to help her with her gas she said he was very pleasant and was a pleasure and would like me to pass it on as she was very happy with the service.	Housing Repairs
26/04/21	Tenant wanted to pass on his thanks to the Housing Team (South Normanton) in relation to his recent relocation.	Housing
26/04/21	The customer reported her toilet not working this morning; within the hour the workman attended to fix the problem; the customer said the gentleman was wonderful, adhered to COVID 19 guidelines and that the service was astounding.	Housing Repairs

Date Received	Summary of Compliment	Departments Involved
26/04/21	Following the earlier postponement of the previous litter pick, this weekend went ahead with absolutely amazing results. Can all of the volunteers and I thank you for being so supportive of this initiative and organising the supply of equipment and removal of litter once collected. There are approximately 45 bin bags and other small items ready to collect from my home address if they could be removed please In addition to this there are another 18 or so bin bags, many containing dog waste in smaller bags that were hanging as "tree decorations", located at the roadside next to the red dog poo bin on Hill Fields, Broadmeadows, South Normanton. There is also 5 car tyres and an industrial sized Argon welding bottle that has been removed from verge after previously been dumped some time ago. Although an inert gas, I suspect it is empty, I'm not sure if this causes issues for the team. If it does then let me know and I'll remove it myself and take to work (we use gas bottles at work) I've had most of the equipment returned, but am still to collect the rest, if we could deal with this later in the week it would be most appreciated.	Streetscene Services
27/04/21	Customer would like to thank the team for sorting out the bin delivery for the new bins at this property	Streetscene Services
28/04/21	Resident re. Community Outreach has said how grateful she is to Officer from the outreach team for all the help she has provided her with recently. She said that nothing was too much trouble for her and she has been a fantastic support.	Environmental Health

Date Received	Summary of Compliment	Departments Involved
29/04/21	Please would you pass on my thanks to the gentleman who is always litter picking in South Normanton, walking about. I've just seen him on Birchwood Lane, South Normanton at 12pm. This gentleman has always done a brilliant job and keeps everywhere so clean and tidy. He wears a baseball cap and has a high visibility jacket on. Please pass on my thanks to him and his manager.	Streetscene Services
29/04/21	I've just spoken to customer he wanted me to pass on his thanks for all our help and support with the grants as it is genuinely appreciated.	Revenues & Benefits
04/05/21	Called to say how good the litter picker in Bolsover is, she doesn't know his name but said that he has been keeping the streets of Bolsover clean for years, she says that he does a fantastic job and is always very polite and she feels that he deserves some recognition for all the hard work that he does.	Streetscene Services
04/05/21	Customer rang to pass on his thanks for dealing with the problems his mother in law of this address. He said he has spoken to several people and named three Customer Advisors in particular. His mother in law is on assisted bins but there had been some problems. Bins are now being collected and also has been told can have an additional green bin. He wanted to pass on his thanks for sorting the problems	Streetscene Services Contact Centres
05/05/21	Resident rang to say thank you for the person who dealt with her on the phone on friday when she reported her green bin had been missed again. She said after she made her phone call a lady rang her back and assured her that bin would be emptied on tuesday. It was not emptied on tuesday but it has been emptied today. She wanted to pass on her thanks for getting the bin emptied.	Streetscene Services Contact Centres
30/04/21	To Revenues Officer, re. council tax. She thanked me for my time and said that I had been very helpful.	Revenues & Benefits

Date Received	Summary of Compliment	Departments Involved
06/05/21	These three guys worked tirelessly to make Creswell and Elmton churchyards look presentable. A big thank you to them, nice lads with manners to match. A real asset to the council. Pat on the back. 🙌	Streetscene Services
10/05/21	Re. help with completing an online form for CTS, customer said thank you and that she really appreciated the help.	Revenues & Benefits
13/05/21	Thank you for your time on this project. I wish all applications would run so smoothly and timely. Thank you.	Planning
14/05/21	Regarding one of her rental properties in South Normanton, and she wished to convey her sincere thanks to officers in both revenues and Benefits for all the help given during recent telephone conversations.	Revenues & Benefits
18/05/21	Customer wanted to thank the operatives that went out last week to check his chimney after he had reported that he thought it might be leaning. He said that they attended really quickly and ensured that it was safe. He was really happy with the service he received.	Housing Repairs
20/05/21	He thanked the council for all the help they had received from us. He really appreciated it and he could not thank us enough for helping small businesses when they needed it most. He was really grateful for all the help and wanted to thank us all for it.	Revenues & Benefits
20/05/21	Regarding her request to Revenues Manager for a forwarding mail address - didn't think you would be able to, but thank you so much for your help so far.	Revenues & Benefits
20/05/21	Called to thank us for clearing the fly tipping that he reported last week. He says he really appreciates how quick we have dealt with this.	Streetscene Services
20/05/21	Would like to say thank you for the gentlemen that collected her clinical waste today, as he went that extra mile by helping her tie all of her bags and get things sorted. She says Thank you very much	Streetscene Services
20/05/21	Would like to say thank you to the workman that has attended today to change the washer on the tap; very good service. Customer would also like to thank the customer advisor who took the call, for being very helpful.	Housing Repairs Contact Centres

Date Received	Summary of Compliment	Departments Involved
24/05/21	Thanks to (CAN), (Locksmith) and CC ladies - you're all stars!	Housing Repairs Contact Centres Community Safety
26/05/21	Thanks for all the work your staff put into this, I must admit, figures just baffle me and I totally trust what I read from you. Have a nice day.	Revenues & Benefits
28/05/21	Just a quick thank you to the driver who delivered our bins last week. It was very much appreciated that you went out of your way to deliver them both, even though you had to do 2 trips. Again thank you very much appreciated. Kind regards	Streetscene Services
01/06/21	Tenant called to pass on compliments to the gentlemen that came out yesterday afternoon to repair the bedroom door and he also came out last Tuesday to fix the back door, he put a new lock on. He was very kind and very very understanding and listened to the customer while she was talking as she has recently lost her husband. She would like to pass on her gratitude to him.	Housing Repairs
02/06/21	I was just phoning just to check I had sent it to the correct email as I do get muddled at times. Thank you so much yesterday for your kindness and understanding. It really does go a long way	Contact Centres
07/06/21	I just wanted to send a quick email to let you know how much my girls enjoyed their couple of days at Holiday Club. They had great fun and it was so well organised. I know it can't have been easy to coordinate, so thank you! They can't wait to come again in the 6 week holidays.	Leisure

Date Received	Summary of Compliment	Departments Involved
07/06/21	I just wanted to drop a quick email to say a big thank you to all involved with the half term activities. Daughter had a fantastic few days and it was wonderful for her to get out and enjoy the fantastic weather whilst also keeping active. The lady and gentleman who ran it were absolutely fantastic. Such a great thing that you guys put on and it was very much appreciated from a parents' point of view as well. Many thanks again	Leisure
10/06/21	Customer came into SNCC to say how pleased she was with the service of the contact centre staff for chasing her appointment with Nationwide, she now has her door handle fixed and she is very happy with how quickly this has been done.	Contact Centres
10/06/21	The customer would like to pass on that the customer service team are "absolutely brilliant" and that every time he calls we are very good at helping him. The customer moved here in January and is very happy with how we handle his enquiries when he calls.	Contact Centres
11/06/21	Thank you for delivering my new red bin today.	Streetscene Services
16/06/21	Really complimentary about call with me today	Revenues & Benefits
17/06/21	Thanked Recovery Officer for her professionalism	Revenues & Benefits
18/06/21	Thanked Housing Repairs team	Housing Repairs
16/06/21	Comment regarding staff friendliness	Finance
22/06/21	Would like to say thank you from the children on Bentinck Road to the workers who are installing a roundabout on the play area	Leisure
22/06/21	Resident would like to pass on a message to say that the workmen have done a really good job (broken fence), looks lovely and thank you	Streetscene Services

Date Received	Summary of Compliment	Departments Involved
22/06/21	Resident came into reception with 4 plans for Planning which were logged on CIS. She mentioned that she had spoken to a lady earlier who was very helpful and took the time to explain fully what she needed to do	Contact Centres
29/06/21	I'm not certain if the current pathway being laid in the area above comes under Bolsover District Council but i would just like to say thank you for improving this area. I'm sure the majority of residents will appreciate the work that is being carried out. I'm sorry to hear from the workmen that they have suffered some abuse as they deserve credit for doing an excellent job.	Streetscene Services
28/06/21	Customer called to say that he had dealt with a Customer Advisor and she was very helpful when booking his bulky collection. She gave all the correct information and treated the customer with respect throughout, he said she is a very nice person.	Contact Centres
28/06/21	Customer rang to pass on some good feedback. Drains team had been out this morning and she wanted to say how fantastic they were. They were very polite, kept to social distancing and explained everything to her clearly. She said that she could not have asked for anything better.	Property Services
29/06/21	Customer called to say that he reported the weeds near/on his property that needed removing. Customer said that the grounds maintenance team have been today and have done a wonderful job and wanted to say thank you.	Streetscene Services
01/07/21	I am writing to apologise as the fault appears to be with my bank. I have asked them to recall one of the payments back and I will continue to make future payments as agreed. Thank you for your prompt reply and once again, I apologise for any inconvenience caused.	Revenues & Benefits
01/07/21	Dear all in the Streetscene team Thank you for all the work that you have done and continue to do to take care of the gardens at both Creswell and Elmton Church. They are looking splendid and it is very much appreciated by us, the congregation and the local community.	Streetscene Services

Date Received	Summary of Compliment	Departments Involved
06/07/21	Customer would like to thank CAN Ranger for his assistance yesterday with helping her when water was coming into her property. So kind and helpful. Thankyou!	Community Services
14/07/21	Compliment for the NG20 Strategic Project Manager for sorting out a problem with Internet provider	Partnerships & Transformation
15/07/21	Wanted a bath installing to replace the shower as his wife had a medical condition. Thank you, the bath is working out brilliantly. My wife has used it every day since it was installed and it has helped her tremendously. The Operatives were the nicest of guys and very considerate to my wife's needs. It's much fancier than we expected with the aquaboard and the shower is a lot more powerful than the old one. My wife is still poorly and is probably going to need major surgery soon but the bath will be so useful for when she is recovering. Her GP has advised that she doesn't have a bath when she is alone at home but they fitted a large grab rail which is great. Can't thank you enough.	Housing Repairs
15/07/21	Customer called Benefit to say father been away from his property since end of March, advised couldn't give specifics until we had permission to talk to her. She will confirm this in writing and get him to put in writing an authorisation letter and sign it. Asked advice on this and also stated father really wants to go home when better. Advised daughter to have him confirm this in writing as well as the date father left his property. Thanked officer for all his help and said he'd been brilliant with her.	Revenues & Benefits
16/07/21	Comments about the pathway a good job - fantastic job, my son can go down on his bike without being caught by a nettle or a trig please let our lads know how much the residents appreciate their work also from me well done to the lads and thank you stay well	Streetscene Services
16/07/21	To Community Services: Fantastic, We can only do what we can do, but without your great work, we couldn't achieve half as much. We so appreciate it Thank you	Community Services

Date Received	Summary of Compliment	Departments Involved
20/07/21	Just wanted to say thanks for the work and support this year, we really appreciate it. The group were a challenging one but have loved the sessions and grown up a lot because of them.	Leisure Services
21/07/21	Just to say we were really impressed with the interview re the swords on Bolsover TV. Very professional interviewing, filming and the interviewee was good too! So a big thank you all. We really appreciate you including us in the 'Hidden Gems' feature.	Communications
23/07/21	Just to say that the Flower Baskets this year in South Normanton look absolutely lovely. It's a real treat to look along the Common and see such a colourful display - thanks to all concerned	Streetscene Services
23/07/21	Would like to express his thanks for the efficient service that was received from the Pest Control team. The Officer was extremely knowledgeable and helpful when he attended, the wasps were completely gone within an hour. Fantastic job!	Environmental Health
29/07/21	Just wanted to let you know that the gas engineer is a very professional person,smart and polite and definitely an employee that you should be proud of! met him him last year when we started renting the council property and we were very happy to see him again this year! He followed all the covid-19 distancing rules and his face mask was always on!	Housing Repairs
02/08/21	Thankyou I have already been today and was dealt with very professionally. Thankyou for taking the time to reply. Kind regards	Contact Centres

Date Received	Summary of Compliment	Departments Involved
03/08/21	Customer would like to thank the plumber that attended her property today 03/08/3021 she said he was helpful kind and made a good job	Housing Repairs
05/08/21	Good afternoon Further to the issue of the above planning decision I wanted to thank you for your assistance an proactive engagement in the determination of the application, all within the target date of the application.	Planning
09/08/21	Firstly may we take this opportunity to say Thankyou for allowing us a wet room,it helps us tremendously. The team from Matthews & Tannert have done a fantastic job.Each and everyone of them were excellent,clean,proficient, professional and most polite. We would like to thank them immensely and would recommend them to anyone.	Housing Repairs
09/08/21	Stated review process makes her anxious and nervous and worried. Benefits Officer gave her his name and number and reassured her it's not personal. He explained the review process and the things we have to look over etc. and advised her that if she's entitled its worth keeping the claim going and if she ever needs anyone to go through it she can call him. She wrote Benefits Officer's name down and said he'd been lovely and really really helped her and she felt better knowing she can call him if she needs any help regards her benefits. She said again thank you for all his help he'd really made things better.	Revenues & Benefits
09/08/21	All the schools have absolutely loved their individual films and the montage- so has been a real success! Thanks again to you all	Communications

Date Received	Summary of Compliment	Departments Involved
10/08/21	I have spoken to a Customer Advisor this morning. The call concerned my bin delivery. Whilst I was on the phone, she kindly sent another follow-up email concerning the delay in delivery to my new build. I can now confirm that my bins have been delivered this morning, since I spoke to the CA. I would also like to praise her for her time and efforts, she was very kind and patient. Please pass on my thanks to her.	Contact Centres
10/08/21	The feedback from everyone on the bus on the way back to the farm was very positive. Everyone said that the information in the course was useful and you made it interesting with your delivery and the interactive tasks.	Leisure
10/08/21	Hi, I know you visited the village when the flowerpot festival was on and called in for refreshments but I would just like to say how successful it was. We had lots of visitors to the village looking at the displays and the ladies at St Luke's Mission raised a lot of money to help with ongoing costs at the Mission. We are going to produce a calendar again to distribute to all the residents of the village. Looking forward the members of Palterton Residents Association have asked me if you are going to do the flowerpot festival again could we do it earlier next year to coincide with the Queen's Jubilee celebrations.	Leisure
10/08/21	She called very upset at the thought of completing form and was in tears and frightened. Her husband recently passed away. I talked her through completing form and went through every page as she was really struggling and explained we will assess claim from when late husband's claim ended. She got upset several times but assured her I will help her with the form and she said neighbour will post the form for her. Was very thankful for my help and said she could not express enough how helpful I'd been. She asked for my number in case she gets any letters as she would feel better if she could ring me and asked if I would always be there. I said I would but we are all helpful here. She again said I'd really helped her and made her feel so much better and offered to pay me because I'd been so nice and helpful. I told her not to worry and I don't need paying and I'm happy to help her.	Revenues & Benefits

Date Received	Summary of Compliment	Departments Involved
10/08/21	Thank you very much for helping me with the council tax. I really appreciate you. I know without your support I will not be able to survive in the UK.	Revenues & Benefits
11/08/21	I have recently had need to contact your staff regarding my claim for council tax rebates etc., The way that Benefits Officers have dealt with my claim has been outstanding. They have both been polite, helpful and considerate, exceeding any expectation I might have had before applying for help. What can I say, regardless of the outcome of my claim they are a credit to Bolsover Council and I cannot praise them enough for the speed and efficiency which they have dealt with my claim.	Revenues & Benefits
11/08/21	Aww that's brilliant, that's great news. Thank you so much for everything you've done. We really do appreciate it.	Revenues & Benefits
11/08/21	Thank you so much for getting this sorted very quickly much appreciated. Thankyou	Revenues & Benefits
11/08/21	She would like to thank the contact centre staff for their patience, friendly attitude, and listening to her.	Contact Centres
11/08/21	Customer would like to compliment the Joiner on his work, attitude and his pleasant approach	Housing Repairs
12/08/21	Feedback from Safeguarding training at Rhubarb Farm	Leisure
17/08/21	I contacted Housing by phone yesterday, explained that I visit my mum who lives at Victoria House in Creswell but unfortunately my entry key fob was not working. She arranged to call at my home, collected my fob took it away with her & returned shortly after with a replacement. I was very impressed with her prompt & professional response. It's all too easy to complain when things aren't carried out as we expect but I feel that this was excellent service & would like to pass on my thanks.	Housing

Date Received	Summary of Compliment	Departments Involved
18/08/21	I hope your keeping ok the workforce have done a fantastic job please thank them from me and my wife	Streetscene Services
18/08/21	I would like to express my thanks to all the people who empty our bins. They worked throughout lockdown providing one of the most valuable services. Despite not being able to affect anything I would like to express my thanks as they are brilliant - And very much appreciated Please forward my comments to every department and the head of the council and every single refuse person	Streetscene Services
18/08/21	Tenant rang to say he was so pleased with the job the operative had done this morning with his shower and he would like to convey his thanks to the gentleman but did not know his name.	Housing Repairs
19/08/21	Tenant would like to say that the worker that attended her property this morning to fit a grab rail was exceptional. He was extremely respectable, did a lovely job and didn't leave her with one spec of dirt. Job well done!	Housing Repairs
25/08/21	Refuse bulky service called this morning. The two men was very helpful, polite.	Streetscene Services
26/08/21	Resident says he would like us to know that the refuse team are always smiling and helpful. He is a disabled gentleman and it makes his day when they take the time to speak to him.	Streetscene Services
20/08/21	My Chair lift broke down yesterday , I wish to thank Bolsover Council and the Contractors involved for the speedy way the repair was carried out by those involved. I was really in difficulties without the chair	Housing Repairs
27/08/21	Thanks for removing the vehicle, it is appreciated and the residents are happy.	Environmental Health

Date Received	Summary of Compliment	Departments Involved
27/08/21	Thank you so much for your understanding of my situation on the phone earlier. I was rather embarrassed to call and discuss my situation so I thank you for making it an easy process and helping where possible.	Revenues & Benefits
27/08/21	Repairs Coordinator arranged a lot of work on my property. Hes been brilliant I cannot thank him enough.	Housing Repairs
31/08/21	Wanted to pass on his thanks to the crew that have been emptying the burgundy bins as he says that since BDC has taken over the servicing of the bins the service has improved noticeably.	Streetscene Services
31/08/21	Customer wanted to thank CA for the information she provided so that when he took his bus pass application into Clowne CC it was dealt with swiftly	Contact Centres
02/09/21	Customer would like to say that he was very happy when he spoke to a CA in July and that she was lovely. He also said I was and had a kind voice.	Contact Centres
08/09/21	Tenant rang to say that the repair person attended her property this morning. He was very polite and courteous and got on with his job. He found the stop tap as she didn't know where it was. She was highly satisfied with the service	Housing Repairs
08/09/21	Would like to compliment the council for their marvellous service in all depts, everyone is very helpful and can't fault the council.	Contact Centres Streetscene Services Housing Repairs

Date Received	Summary of Compliment	Departments Involved
06/09/21	I write today to express my utmost gratitude to all 3 of you and anyone else who has been involved in helping my family this past year. This afternoon I will sign for the keys to the 3 bedroom bungalow on hill top. Words seem so little against the grand scale of things. For 13 years I've had to watch my daughter struggle and adapted to everyday life, while this has made her a very independent young lady it's also been very heart breaking at times. This move will be a whole new life, things we take for granted she will finally be able to do by herself, no more stairs and the simple fact she can use her chair throughout the house means the world to my daughter she is so happy and excited – and we haven't even moved in yet! From the bottom of my heart, I thank you 3 especially. From the moment my sister sent in the letter I have been heard, listened to and had my corner fought for. I really cannot thank you all enough. You really have changed all 3 of our lives. I wish you all the best and thank you again!	Housing Leaders Executive Team
10/09/21	Resident called to thank the bin collectors. She says that she used to really struggle with putting her bins out. She says that they are always really good and she is really grateful to them.	Streetscene Services
13/09/21	Got a call from one the officers. Very nice chap, we had a very amicable conversation, I accepted the apology (missed bin), job done. My main issue was that this didn't happen again.	Streetscene Services

Date Received	Summary of Compliment	Departments Involved
23/09/21	Resident was having issues with his TV and Curry's store. This was not a council matter but the CA could see that the customer was distressed and asked her Manager if she could assist him. She went on web chat to Curry's and phoned Curry's and after a number of attempts she finally managed to get Curry's to agree to ring the customer back as the various telephone options to Curry's was too much for the customer to understand. The CA spent a couple of hours with this customer. A few days later the customer came back and wanted to thank the CA, but it was her day off. He said that he was very grateful for her help and he now had a new working Television.	Contact Centres
17/09/21	Relevant information. Good course that was interesting. Nothing closer to home with re courses though.	Leisure
17/09/21	Fantastic, discussion led content with shared experiences	Leisure
17/09/21	The reflection sections are really useful if you have a group willing to discuss. There are a lot of resources referred to so I hope I can find them after the session. Very grateful for the opportunity to participate.	Leisure
17/09/21	Friendly, informative and non judgemental	Leisure
17/09/21	Relaxed, good combo of workshop/lecture, well presented, serious subject so created debate on an ever changing environment in the complexities of safeguarding children in today's world	Leisure
17/09/21	I found the workshop style of the course very helpful- it was interesting to get the perspectives of coaches from different sports backgrounds. The course was highly engaging.	Leisure
20/09/21	Just to a quick line to thank you and the team for all your time spent on the application.	Planning
24/09/21	Matthews and Tannert have recently put a wet room into her home. The customer would like to compliment on how 'very good', 'patient' and 'very polite' they were with	Housing Repairs

Date Received	Summary of Compliment	Departments Involved
	her. The customer is disabled and they were very helpful when she was trying to get past the works at her home.	
24/09/21	Thanks all. This is great and wonderful working with you on it. It will be a great achievement if we are successful.	Economic Development
24/09/21	Thanks all. This is great and wonderful working with you on it. It will be a great achievement if we are successful.	Economic Development
24/09/21	Thank you ever so much. I will keep my fingers crossed that we are successful.	Economic Development
27/09/21	I would just like to thank you from the bottom of my heart. Have a great rest of your week and lovely weekend	Revenues & Benefits
27/09/21	Sorry for the belated thank you, meeting you all was great and I have my first enquiry form the interview...awesome. I am pushing out today the link to my database, which will also make some of the locals aware that Bolsover.tv this there as a few regular clients have not hear of it! Thank you again, if there is anything I can do for you then please let me know.	Communications
27/09/21	I would like to say a big "thank you" to your bins/recycling team for delivering a replacement newspaper recycling bag which was dropped off today. Unfortunately we missed your officer so we were unable to thank him in person. Thanks again, a most impressive service, well done,	Streetscene Services

Date Received	Summary of Compliment	Departments Involved
28/09/21	Firstly, can I just thank you for allowing us to use Mill 3 at Pleasley yesterday. Having such an amazing venue to test our staff was incredibly beneficial and we got a huge amount from carrying out the exercise there. I am hoping we left the site as we found it. I do also want to make sure the Officer's contribution is highlighted, as without him the exercise would not have happened at all! Thank you very much for giving up most of your Sunday to babysit us, and for taking such an active part in meeting crews as a "rubbish site manager" ☺. This added a lot of realism to the scenario and very much appreciated. Thank you also for being trained on the fire alarm system before the day, and for continually monitoring it throughout Sunday...and resetting it numerous times after the exercise!! Everytime we came to you, you helped with a smile and eagerness to help which is more helpful than I can express. Thank you ! Thanks again for everyone's help in getting this exercise off the ground. Speak soon	Property Services Business Centres Communications
27/09/21	Just to say thank you for organising the safeguarding workshop. I enjoyed discussing topics with the rest of the group and got a lot out of the session. It's great that you plan to put things on to support us."	Leisure
29/09/21	Customer rang wishing to pass on her thanks for her burgundy bin which was delivered to her yesterday.	Streetscene Services
30/09/21	Caller wanted to say thank you to the bin crew who have been out today to empty the burgundy and green bins on the street. We have left the bins neatly on the drive and she is really pleased with the service they provide every week.	Streetscene Services

B. Comments by department 01/04/21-31/09/21

Date Received	Summary of Comment	Departments Involved
07/04/21	Level of CT	Revenues & Benefits
20/04/21	Wants to know who visited his sister	Housing Community Safety Revenues & Benefits
30/04/21	ASB in Bolsover	Community Safety
10/05/21	Articles in Intouch	Communications
26/05/21	Suggestions about improvements to self serve forms	Contact Centres ICT Streetscene Services
11/06/21	Suggestion regarding litter picking	Streetscene Services
15/06/21	The Chine is wrongly recorded as Pinxton	ICT
06/07/21	Not happy the refuse collection is fortnightly - wants a weekly collection in hot weather	Streetscene Services
28/07/21	Does not want to receive Intouch	Communications
09/08/21	Why are there dog fouling spray signs in Blackell	Environmental Health
13/08/21	Not happy with payment machines	Contact Centres
13/08/21	Wants to know about charging points/ gas boiler installations and how this contributes to a greener Bolsover	Planning Economic Growth Housing Repairs
20/08/21	Wants parking for allotments	Streetscene Services Legal, Governance & Elections

C. Frontline Resolution (via Contact Centre) (Stage 1) – 01/04/21-31/09/21

Area	Summary	Department	Days
Barlborough	Bins regularly getting missed	Refuse	3
Bolsover	Wait time for bins to be delivered	Refuse	3
Pinxton	Manner that bin wagon was being driven	Refuse	4
South Normanton	Manner spoken to by staff member	Contact Centre	1
South Normanton	Bins regularly getting missed	Refuse	3
Bolsover	chase up re trees not being cut	Grounds Maintenance	1
Shirebrook	Wait time for recycling bag to be delivered	Refuse	3
Creswell	Wait time for bin to be delivered	Refuse	3
Bolsover	Wait time for bins to be delivered	Refuse	3
Blackwell	Wait time for bin to be delivered	Refuse	2
Blackwell	Wait time for bin repair	Refuse	2
Pinxton	Wait time for bin repair	Refuse	1
Clowne	Manner spoken to by staff member	Housing Needs	0
Newton	Wait time for replacement bin	Refuse	1
Bolsover	Wait time for replacement bin	Refuse	1
Tibshelf	Bins regularly getting missed	Refuse	1
Bramley Vale	Incident involving refuse operative	Refuse	0
Whaley Thorns	Wait time for replacement bin	Refuse	0
Shirebrook	Not received tel call as promised	Refuse	0
Bolsover	Assisted collections regularly missed	Refuse	0
Bolsover	Wait time for bin to be delivered	Refuse	0
Bolsover	Wait time for bin to be delivered	Refuse	1
Bolsover	Wait time for bins to be delivered	Refuse	0
Bolsover	Bins regularly getting missed	Refuse	0
Clowne	Wait time for bin to be delivered	Refuse	0
Tibshelf	Wait time for bin to be delivered	Refuse	0

Area	Summary	Department	Days
Bolsover	Wait time for replacement bin	Refuse	3
Tibshelf	Black bin regularly getting missed	Refuse	0
Clowne	Wait time for bin repair	Refuse	0
Langwith	Burgundy bin regularly getting missed	Refuse	0
Pinxton	Missed bin collection	Refuse	0
Bolsover	chase up re trees not being cut	Grounds Maintenance	0
Blackwell	Rural bin collections regularly getting missed	Refuse	0
South Normanton	Wait time for bin to be delivered	Refuse	0
Creswell	Wait time for replacement bin	Refuse	0
Barlborough	Refusal to refund membership fee	Leisure	10
Pinxton	Assisted bins regularly getting missed	Refuse	0
Creswell	Data protection breach	Housing Tenancy Management	0
Shirebrook	Wait time for replacement bin	Refuse	0
South Normanton	Wait time for bin repair	Refuse	0
Glapwell	Green bin regularly getting missed	Refuse	0
Clowne	Wait time for bin repair	Refuse	0
South Normanton	Grass not getting cut	Grounds Maintenance	1
Bolsover	Wait time for bin repair	Refuse	0
Clowne	Chase up - re bins regularly being missed	Refuse	0
Clowne	Bins regularly getting missed	Refuse	0
Old Blackwell	Bins regularly getting missed	Refuse	0
South Normanton	Wait time for bin delivery	Refuse	6
Pinxton	Wait time for replacement bin	Refuse	6
Elmton	Wait time for bin repair	Refuse	6
Clowne	Wait time for bin delivery	Refuse	4
South Normanton	Wait time for bin delivery	Refuse	4
South Normanton	Wait time for replacement bin	Refuse	5
Bolsover	Wait time for bin delivery	Refuse	2

Area	Summary	Department	Days
South Normanton	Delay with bin delivery	Refuse	2
Whitwell	Caddy gone in the back of the lorry	Refuse	1
Clowne	Missed burgundy bin	Refuse	5
Barlborough	Wait for new build bins	Refuse	0
Creswell	Wait time for replacement bin	Refuse	0
Creswell	Wait time for replacement bin	Refuse	0
Clowne	Delay with bin delivery	Refuse	3
Shirebrook	Bin regularly missed	Refuse	2
South Normanton	Chase up - no response to complaint	Refuse	0
Rowthorne	Bins regularly missed	Refuse	0
Tibshelf	Issues with council tenancy	Housing Tenancy Management	2
Bolsover	Wait time for bin delivery	Refuse	2
South Normanton	Wait time for bin delivery	Refuse	2
Tibshelf	Wait time for bin delivery	Refuse	2
Tibshelf	Wait time for bin repair	Refuse	2
Creswell	Wait time for replacement bin	Refuse	4
Bolsover	Complaint about Ranger	Housing Tenancy Management	1
New Houghton	Collections keep being missed	Refuse	8
Newton	Bins regularly missed	Refuse	3
Stanfree	Assisted collections regularly missed	Refuse	2
Bolsover	Wait time for bin delivery	Refuse	2
Tibshelf	Bin not returned to correct location	Refuse	7
Clowne	Wait time for replacement bin	Refuse	2
Clowne	Wait time for bin delivery	Refuse	1
Creswell	Wait time for new bins	Refuse	0
Bolsover	Wait time for replacement bin	Refuse	3
Creswell	Service from the refuse team	Refuse	0
Creswell	Wait time for replacement bin	Refuse	2

Area	Summary	Department	Days
Barlborough	Wait time for additional green bin	Refuse	1
Clowne	Wait time for replacement bin	Refuse	1
South Normanton	Wait time for new bins	Refuse	1
New Houghton	Appointment not attended by environmental health	Environmental health	0
Shirebrook	Delayed response from housing	Housing needs	0
South Normanton	Dispute with refuse over additional burgundy bin	Refuse	2
Tibshelf	Delay with response from environmental health	Environmental health	1
Bolsover	Missed burgundy bin collections	Refuse	0
Clowne	Customer service	Contact centre	2
Shirebrook	Missed burgundy bin collections	Refuse	1
South Normanton	Replacement bin	Refuse	0
Shirebrook	Reporting a repair	Contact centre	1
Rowthorne	Missed bins	Refuse	3
Shirebrook	Rude refuse staff	Refuse	2
Creswell	Missed bulky collection	Refuse	2
Shirebrook	Replacement bin	Refuse	3
Bolsover	Replacement bin	Refuse	2
Creswell	Bin delivery wait time	Refuse	0
Upper Langwith	Burgundy bin collections	Refuse	2
Barlborough	Error at CC	Contact centre	1
Tibshelf	Grass cuttings	Grounds Maintenance	1
Bolsover	Replacement bin	Refuse	2
Creswell	Bin delivery wait time	Refuse	0
Bolsover	Bin delivery wait time	Refuse	0
Bolsover	Bin delivery wait time	Refuse	0
Barlborough	Bin delivery wait time	Refuse	1
Blackwell	Side waste not taken as agreed	Refuse	3
South Normanton	Bagged waste not taken whilst awaiting bin delivery	Refuse	1

Area	Summary	Department	Days
Pinxton	Bin collections keep being missed	Refuse	0
Shirebrook	Bin collections keep being missed	Refuse	0
Bolsover	Bin delivery wait time	Refuse	0
Bolsover	Bin delivery wait time	Refuse	0
Barlborough	Assisted bins not returned to correct location	Refuse	2
Pleasley	Missed clinical waste collections	Refuse	2
Clowne	Wait time for replacement bin	Refuse	0
Shirebrook	Bin delivery wait time	Refuse	2
Hodthorpe	Bin delivery wait time	Refuse	5
Tibshelf	Wait time for bin repair	Refuse	5
South Normanton	Side waste not taken with burgundy bin	Refuse	1
Hardstoft	missed bin collections	Refuse	2
Bolsover	Not happy with action taken following prev report	Env Health	0
Shirebrook	Bin collection issues	Refuse	2
Bolsover	Bin replacement wait times	Refuse	2
Tibshelf	Bin replacement issues	Refuse	4
Shirebrook	Bin delivery times	Refuse	6
Whitwell	Replacement bin wait times	Refuse	3
Bolsover	Missed mop up round collection	Refuse	0
Shirebrook	Bin delivery wait times	Refuse	2
Bolsover	Bin delivery wait times	Refuse	2
New Houghton	Bin delivery wait times	Refuse	2
Hardstoft	Rural bin collections	Refuse	2
Bolsover	Replacement bin delivery times	Refuse	1
South Normanton	Bin delivery wait times	Refuse	1
Glapwell	Replacement bin delivery delay	Refuse	0
Steetley	Bin collection issues	Refuse	0
Whitwell	Bin delivery wait times	Refuse	1

Area	Summary	Department	Days
Whitwell	Bin delivery wait times	Refuse	1
Bolsover	Tree in garden causing damage	Grounds Maintenance	0
Barlborough	Bin delivery wait times	Refuse	1
Shirebrook	Wait time for assisted gardening assessment	Grounds Maintenance	6
Bolsover	Chase up - no response to complaint	Env Health	0
Shirebrook	Chase up - no response to complaint	Refuse	0
Shirebrook	Complaint not prev logged as requested	Contact Centre	0
Whitwell	Lack of contact	Grounds Maintenance	1
Newton	Wait time for bin repair	Refuse	5
South Normanton	Side waste not taken	Refuse	7
Whitwell	Wait time for replacement bin	Refuse	2
Bolsover	Pest control banging on door	Env Health	1
Shirebrook	Chase up - no response to complaint	Grounds Maintenance	0
Creswell	Wait time for replacement bin	Refuse	1
South Normanton	Wait time for bin repair	Refuse	6
Newton	Wait time for replacement bin	Refuse	6
Creswell	Wait time for bin to be delivered	Refuse	0
Bolsover	Wait time for bin to be delivered	Refuse	1
Newton	Wait time for bin to be delivered	Refuse	6
Tibshelf	Wait time for bin to be delivered	Refuse	6
Langwith Jct	Wait time for bin to be delivered	Refuse	1
Bolsover	Damage caused to car	Refuse	4
Whitwell	Wait time for bin to be delivered	Refuse	0
Clowne	Wait time for bin to be delivered	Refuse	0
Hardstoft	Bagged side waste not collected as agreed	Refuse	3
Doe Lea	Wait time for bin to be delivered	Refuse	4
Stanfree	Burgundy bin deliveries	Refuse	3
Clowne	Replacement bin	Refuse	4

Area	Summary	Department	Days
Hardstoft	Clearing side waste	Refuse	1
Tibshelf	Missed black bin collections	Refuse	0
Bolsover	Missed bin collections	Refuse	1
Shirebrook	Bin delivery delays	Refuse	2
Stanfree	Missed bin collections	Refuse	1
New Houghton	Chase up	Env Health	0
Bolsover	Wait time for bin to be delivered	Refuse	4
Tibshelf	Recycling collections regularly missed	Refuse	3
Barlborough	Wait time for bins to be delivered	Refuse	3
South Normanton	Missed bin collections	Refuse	2
South Normanton	Missed assisted collections	Refuse	2
Clowne	Wait time for bin	Refuse	2
Clowne	State of neighbouring garden	Housing	1
Newton	Issues with green bin collection	Refuse	2
Steetley	Missed burgundy bin collections	Refuse	2
Pinxton	Bin delivery delays	Refuse	1
Shirebrook	Bin delivery delays	Refuse	1
Barlborough	How BDC have dealt with abandoned vehicle	Env health	7
Creswell	Wait time for bins to be delivered	Refuse	1
Clowne	Wait time for bins to be delivered	Refuse	0
Pinxton	delays with replacement bin	Refuse	2
Glapwell	delays with replacement bin	Refuse	1
South Normanton	Bin delivery delays	Refuse	1
Clowne	issues with overgrown hedges	Grounds Maintenance	3
Shirebrook	Missed green bins	Refuse	0
Barlborough	delay in getting put on the assisted list	Refuse	0
Sheffield	Licence	Env Health	1
Tibshelf	Bin order delays	Refuse	0

Area	Summary	Department	Days
Clowne	Tree needs cutting down	Grounds Maintenance	4
Elmton	Missed burgundy bin collections	Refuse	1
Shirebrook	Replacement green bin delays	Refuse	1
Tibshelf	Bin delivery delays	Refuse	1
Tibshelf	Missed burgundy bin collections	Refuse	1
Creswell	Wait time for bin to be delivered	Refuse	0
Hilcote	Green bin delivery days	Refuse	2
Shirebrook	Attitude of staff member	Env Health	1
Creswell	Wait time for bin delivery	Refuse	0
Westhouses	Assisted bin collection missed	Refuse	5
Tibshelf	Missed bulky collection	Refuse	0
South Normanton	Bin collections regularly missed - chase up	Refuse	0
Elmton	Missed bin collections	Refuse	5
Bolsover	Bin delivery delays	Refuse	4
New Houghton	Missed bins	Refuse	4
Newton	Missed burgundy bin collections	Refuse	4
Barlborough	Chase up	Env Health	0
Nether Langwith	Missed assisted collections	Refuse	3
South Normanton	Not emptying green bin	Refuse	2
Bolsover	delays with replacement bin	Refuse	2
South Normanton	Missed bin collections	Refuse	2
Broadmeadows	Missed burgundy bin collections	Refuse	1
Bolsover	Delayed new build bin delivery	Refuse	1
Creswell	Tidying up hedge trimmings	Grounds Maintenance	5
Hilcote	Missed bin collections	Refuse	1
Bolsover	Wait time for bin delivery	Refuse	0
Whitwell	Missed bins - assisted	Refuse	2
Shirebrook	Replacement bin delay	Refuse	2

Area	Summary	Department	Days
Bolsover	Missed bin collections	Refuse	2
Tibshelf	Green bin delivery delays	Refuse	2
Bramley Vale	Missed bin collections	Refuse	2
New Houghton	Delayed bin delivery	Refuse	1
Creswell	Delayed green bin delivery	Refuse	1
Creswell	Delayed bin delivery	Refuse	1
Bolsover	Ranger complaint	Housing	2
Hilcote	Missed black bin collections	Refuse	1
Bramley Vale	Missed bin collections	Refuse	1
Creswell	Delayed bin delivery	Refuse	1
Creswell	Delayed bin delivery	Refuse	0
Bolsover	Missed assisted collections	Refuse	0
Creswell	Delayed bin delivery	Refuse	0
South Normanton	Action taken by Rangers	Housing Tenancy	1
Hodthorpe	New build bin delivery delays	Refuse	0
Bolsover	Assisted bin collection missed	Refuse	0
Tibshelf	Delay in assisted gardening assessment	Grounds Maintenance	11
Creswell	Wait time for bin to be delivered	Refuse	0
Barlborough	Bin delivery wait times	Refuse	2
Barlborough	Missed bin collections	Refuse	2
Creswell	Black bin delivery delays	Refuse	4
Creswell	Bin delivery delays	Refuse	4
Shirebrook	Delayed bin delivery	Refuse	2
Blackwell	Missed green bin collection	Refuse	1
Pinxton	Council property	Property services	10
Langwith junction	Missed green bin collection	Refuse	10
Bolsover	Missed waste collections	Refuse	0
Bolsover	missed bins	refuse	0

Area	Summary	Department	Days
Tibshelf	Regularly missed bins	Refuse	1
Bolsover	Delayed green bin delivery	Refuse	4
Tibshelf	delayed burgundy bin delivery	Refuse	8
Creswell	Delayed green bin delivery	Refuse	8
Clowne	Delayed green bin delivery	Refuse	7
Bolsover	Delayed green bin delivery	Refuse	6
Whitwell	issue with grass cutting	Grounds Maintenance	0
Whaley Thorns	noise complaint	environmental health	0
Bolsover	Delayed extra capacity bin delivery	Refuse	5
Hodthorpe	no communication from refuse	Refuse	2
Glapwell	tenancy issues	Housing	1
Bolsover	bin replacement delay	Refuse	3
New Houghton	Missed black bin collections	Refuse	3
Tibshelf	Replacement bins	Refuse	6
Whitwell	Missed bin collections	Refuse	3
Bolsover	New bin delivery	Refuse	6
Pinxton	Repairs	Repairs	0
Creswell	Removal of ivy in the garden	Grounds Maintenance	2
Shirebrook	Bin delivery wait times	Refuse	6
Hardstoft	missed bin collections	Refuse	4
Creswell	Missed assisted collections	Refuse	4
Bolsover	Missed bins	Refuse	9
South Normanton	bin delivery delays	Refuse	3
Bolsover	missed bin collections	Refuse	0
Scarcliffe	missed bin collections	Refuse	2
Tibshelf	Missed assisted collections	Refuse	2
Bolsover	delay in fixing bin lid	Refuse	1
Bolsover	delay in fixing bin lid	Refuse	2

Area	Summary	Department	Days
New Houghton	missed bins	Refuse	1
Blackwell	delayed replacement bin	Refuse	6
Scarcliffe	overgrown garden on neighbouring council property	Repairs	0
Scarcliffe	broken fence	Refuse	
Palterton	Delayed bin delivery	Refuse	4
Bolsover	Delayed bin delivery	Refuse	4
Bolsover	Delayed bin delivery	Refuse	3
Bolsover	Delayed bin delivery	Refuse	3
Bolsover	Delayed bin delivery	Refuse	3
Bolsover	Delayed bin delivery	Refuse	2
Bolsover	issue with garden waste from truck	Grounds Maintenance	0
Langwith junction	Missed bin collections	Refuse	2
South Normanton	delayed replacement bin	Refuse	1
Bolsover	bin delivery delays	Refuse	1
South Normanton	bin not being put back in the right location	Refuse	1
Bolsover	bin delivery delays	Refuse	1
Palterton	Bin delivery delays	Refuse	1
Barlborough	missed bin collections	Refuse	1
Stanfree	Replacement bins	Refuse	0
Shirebrook	bin delivery delays	Refuse	1
South Normanton	bin delivery delays	Refuse	0
Clowne	missed bin collections	Refuse	1
South Normanton	bin going in the back of the lorry	Refuse	1
Pinxton	missed bins	Refuse	1
Tibshelf	missed bins	Refuse	1
Shirebrook	Delayed bin delivery	Refuse	1
Pinxton	bin replacement delay	Refuse	1
Whitwell	Damage to property	Housing Tenancy	0

Area	Summary	Department	Days
Creswell	Missed black bin collections	Refuse	1
Whitwell	Refuse Rounds	Refuse	2
Shirebrook	Trees/hedges	Grounds Maintenance	
Whitwell	Damage to property	Housing Needs	9
South Normanton	Delayed bin delivery	Refuse	1
Creswell	missed bin collections	Refuse	5
South Normanton	Delayed bin delivery	Refuse	4
Clowne	Staff member parking on grass	Leisure	5
Bolsover	Delayed bin delivery	Refuse	4
South Normanton	Missed bin collections	Refuse	3
Clowne	Bin caddy going in the lorry	Refuse	3
Oxcroft	Delayed bin delivery	Refuse	3
Warsop	Accident with bin lorry	Refuse	3
Shuttlewood	Missed assisted collections	Refuse	2
Hodthorpe	New build bin delivery delays	Refuse	2

D. Formal Investigation (Stage 2) – 01/04/21-31/09/21

Formal Direct from Department 2021-22					
Date Received	Summary	Departments Involved	No of work days to process	Remedy	Justified (Y/N)
20/04/21	Unhappy 2 lots of CT have been taken and discount not applied	Revenues & Benefits	0	Revenues Officer rang and sorted	N
07/05/21	Unhappy with elections arrangements	Legal, Governance & Elections	7	Explanation for change of venue	N

E. M.P. enquiries 01/04/21-31/09/21

Date	Summary	Department	No of days	
06/04/21	Enquiry about grant funding	Revenues & Benefits	2	All eligible grants paid
08/04/21	Enquiry about rehousing, reporting ASB	Housing Community Safety	15	
12/04/21	Wants some support film making	Communications Economic Development Leisure	15	Officer offered support
15/04/21	Housing support	Housing	15	Not been issued with correct possession notice
16/04/21	Horse mess on Craggs Lane	Streetscene Services	15	Responded to fully by DCC
16/04/21	Support for self employed	Economic Development Revenues & Benefits	15	All eligible grants paid
16/04/21	Still experiencing water under floorboards, wants to move	Housing Housing Repairs	15	Further inspection offered
26/04/21	Housing and parking issues	Housing Repairs	15	Parking is DCC, tree and handrail sorted
26/04/21	Issues around the charge for a covenant in 2012/13	Legal, Governance & Elections	3	No current complaint, most of the complaint is out of scope of the policy and the remainder is out of time (2012/13)

Date	Summary	Department	No of days	
30/04/21	Issues about a neighbour allegedly running a business	Planning	0	Asked for details in order to investigate
05/05/21	Any improvements planned for play area in S/N	Leisure	15	Explanation of maintenance programme
13/05/21	Delay in delivery of bin	Streetscene Services	0	Bin delivered, delay due to staff shortages (C19)
14/05/21	FOI	Environmental Health		
14/05/21	Cost incurred for shuttering business	Planning Economic Development	15	Explanation - property in conservation area
18/05/21	Sites for quad bikes etc.	Leisure	15	None known in district and no plans
19/05/21	High hedge/ trees at neighbouring property	Planning	14	Advised of high hedges applications
20/05/21	Wants vehicular access to The Arc	Property Services	17	BDC looking into, part of the land is privately owned, so will need permission. Also DCC will need to alter the definitive footpath route
20/05/21	Believes neighbour is running a business	Planning Community Safety Environmental Health	15	Asked M.P.'s office to clarify request.

Date	Summary	Department	No of days	
24/05/21	Wants to know status of housing application	Housing	15	Housing application in, may be a long wait for an adapted bungalow. Waste should be tied and removed from around the bins to enable collection.
26/05/21	Any improvements planned for play area in S/N	Leisure	2	Explanation of maintenance programme
26/05/21	Concerns about a property in Glapwell	Strategic Housing Planning Environmental Health	15	Planning to investigate
27/05/21	ASB around playpark	Community Safety	13	Continue to work with CS to gather evidence- CAN patrolling
28/05/21	Wants another Council property	Housing	15	Can bid on suitable properties
28/05/21	Wants to know status of housing application	Housing	15	Offered a property subject to checks
02/06/21	Why V.A.T. is charged on private homeowner's garage rent	Housing	2	Explanation of why VAT is charged
07/06/21	Enquiry about a tree	Streetscene Services	1	Tree not overhanging or casting a shadow. Adds to general

Date	Summary	Department	No of days	
				visual amenity of area.
07/06/21	Enquiry about restart grants	Revenues & Benefits	2	Decision not to pay grant upheld
17/06/21	Enquiry regarding fly tipping	Streetscene Services Environmental Health	13	EH to contact constituent to get further information
17/06/21	Concerns about housing repairs	Housing	14	PIV to be installed, no water ingress identified but will inspect if the tenant thinks a repair is necessary.
17/06/21	Environmental pollution concerns	Environmental Health	6	Advised MP to approach environment agency unable to provide details as ongoing investigation.
17/06/21	Anti social behaviour issues	Environmental Health	15	Ongoing investigation in conjunction with Police
21/06/21	Overgrown garden next door	Environmental Health	15	EH taking action as appropriate
21/06/21	Chasing welfare adaptations	Housing Housing Repairs	22	Property unsuitable for level of adaptations required

Date	Summary	Department	No of days	
21/06/21	Wants to know progress of repairs	Housing Repairs Finance	15	Repairs being carried out, insurance claim going through the process
22/06/21	Enquiry about restart grants	Revenues & Benefits	8	Decision not to pay grant upheld
22/06/02	Enquiry about art initiatives	Leisure	13	Community Arts Development Officer will support
28/06/21	Wants a Council property	Housing	12	Advised how to bid on properties
29/06/21	Obstruction outside his property	Property Services Streetscene Services	14	Inspection raised
29/06/21	Who is responsible to maintain garden	Housing	14	Neighbouring garden work carried out (relet)
29/06/21	Wants a Council property	Housing	14	Housing banding correct to reflect current situation
29/06/21	Refuse crew using an unadopted road	Streetscene Services	20	Need to access for bin collections
29/06/21	Wants a Council property	Housing	14	Details of 'Homeswapper' given
28/06/21	Wants decision by Executive to be delayed	Corporate Governance	5	Decision by Executive

Date	Summary	Department	No of days	
01/07/21	Wants support for a youth club	Leisure	12	Speak to Wayne about leisure offer
06/07/21	Condition of footpath	Streetscene Services	15	DCC and SNPC owned. Weeds to be treated
12/07/21	Flue, odour nuisance and fires	Environmental Health Planning	15	No planning breaches (investigated) odour nuisance being investigated by EH
13/07/21	Wants Government guidance clarifying	Environmental Health	1	Explanation of NHS pilot
14/07/21	When will the Council take over the management of the green space on this development	Planning	10	Not up to standard to adopt yet
16/07/21	Wants to know why bulky waste cannot be collected from within the curtilage of his property	Streetscene Services	15	Offered collection from rear (access difficult due to parked cars)- paid service, front collection easier
22/07/21	Housing Application	Housing Community Safety	8	Correct banding for housing situation
22/07/21	Car parking issues	Planning Leisure	7	Contractors working times amended
02/08/21	Overgrown trees	Planning Housing	15	Planning to look into
10/08/21	Litter and waste	Streetscene Services	0	Asked for further information

Date	Summary	Department	No of days	
17/08/21	Parking issues in Whitwell	Property Services	7	Explanation of parking spaces and footpath repair.
17/08/21	Enquiry about TPOs	Planning		Asked for further information
17/08/21	Enquiry about CT	Revenues & Benefits	6	Explanation of CT discounts, information sent to complainant to apply for a discount
17/08/21	Enquiry about new developments	Planning	9	Five Year Housing Supply list provided
17/08/21	Wants permission for parking on New St	Legal, Governance & Elections	15	Not BDC land - DCC. Planning applications will be considered on their own merits.
17/08/21	Wants another Council house	Housing Community Safety	15	Advised to keep bidding and report ASB
17/08/21	Wants funding for Parish Council CCTV	Community Safety	7	Directed to PCC website
26/08/21	Bungalow is cold - are there any plans for insulation?	Housing Repairs	15	Loft insulation to be fitted, advice about grants
27/08/21	Wants to know percentage of burgundy bin waste recycled	Streetscene Services	0	86% recyclable
31/08/21	Unhappy that they have to maintain their garden	Housing Housing Repairs	16	No DP authorisation

Date	Summary	Department	No of days	
06/09/21	Wants housing policy explained	Housing	15	Explanation about banding, and Mrs Bush's housing situation.
07/09/21	Areas requiring grounds maintenance	Streetscene Services	5	All DCC or landowner's responsibility
07/09/21	What is our Afghan Refugee policy in relation to single person discount/ housing allowance	Revenues & Benefits	12	Advice given re second adult rebate
08/09/21	Air Pollution Grant	Environmental Health	9	Good air quality, not able to claim grant under those conditions
09/09/21	Overgrown trees	Planning	13	Explanation about high hedges legislation
14/09/21	Wants to move property, complains of ASB (unsubstantiated)	Housing	11	Action taken based on evidence. No DP to share with M.P. - advised as such.
13/09/21	Wet room not fully draining	Environmental Health	15	DCC carried out work and going back to rectify
13/09/21	Wants parking on Oxcroft House land	Property Services	15	Land to be leased with full parking rights

Date	Summary	Department	No of days	
15/09/01	Unable to report noise nuisance over a weekend	Community Safety Environmental Health	14	Advice about how to contact the Council at the weekend
16/09/21	Wants parking restrictions on Coronation Street	DCC	0	DCC
21/09/21	Wants to know about any grants	Environmental Health	15	Central Gov. funding withdrawn
23/09/21	Wants to know about housing refugees in houses bought by HN2	Economic Development	1	Passed to DCC Re-settlement Officer
23/09/21	Enquiry about TPOs	Planning	6	Reiterated advice previously given and noted comments
24/09/21	Wants help to improve unadopted road	Property Services	15	Residents may have to pay for own repair - need to check their deeds
27/09/21	Air quality in Bolsover	Environmental Health	14	Air quality well within standard
28/09/21	Wants to submit a housing application	Housing	0	HNO to contact
29/09/21	Wants more bus shelters	Property Services	0	Asked for the residents to submit a request
30/09/21	Wants to know if there is any provision for over 50 planned	Leisure Communications Leaders' Executive team	14	Details of services provided

F. Formal Investigation (complex) complaints - Summary of Stage Two Complaints – 01/04/21-31/09/21

Date Received	Summary of Complaint	Departments involved	No of work days to process	Remedy	Justified? Y or N (Check on template)
06/04/21	Problem with rats in the area	Environmental Health	15	No ongoing problem	N
06/04/21	Burgundy bin lid broken	Streetscene Services	15	Repair/ replacement sorted	N
19/04/21	Not happy with EH service	Environmental Health	18	Explanation of action, apology for incorrectly addressed letter	N
19/04/21	Unhappy with repairs to property	Housing Repairs	15	Work to be carried out (new issues)	N
21/04/21	Unhappy with EH handling of smoke/odour nuisance	Environmental Health	21	No statutory nuisance evidenced	N
28/04/21	Resident feels she is being victimised by her neighbour making complaints about her and the Council are investigating.	Community Safety	14	Explanation about action taken - offer of support if tenant wishes to move (previously interested in this course of action)	N

Date Received	Summary of Complaint	Departments involved	No of work days to process	Remedy	Justified? Y or N (Check on template)
29/04/21	Unhappy with burgundy bin collections/ inner box	Streetscene Services	0	Box and bags delivered	N
30/04/21	Feels there is a delay in her parents being rehoused	Housing	15	Been offered one of the properties	N
07/05/21	Unhappy with garage demolition	Housing	15	Refund given	Y - contractors not able to repair due to C-19
10/05/21	Unhappy with Pest Control Service	Environmental Health	15	Offer of a further Pest Control visit	N
12/05/21	Missed bin, unhappy with advice given	Streetscene Services	14	Apology for missed collection and explanation of advice given	N
13/05/21	Unhappy with data not being shared (partner organisation)	Community Safety	15	Information not for release - confidential and no permission to share. Apology for not explaining this.	N
20/05/21	Smell of faeces throughout house	Housing Repairs	15	Yorkshire water to attend blockage in sewers	N

Date Received	Summary of Complaint	Departments involved	No of work days to process	Remedy	Justified? Y or N (Check on template)
20/05/21	Problems with neighbours (on behalf of son)	Community Safety	15	Community Safety aware and dealing with the matter	N
21/05/21	Unhappy with operative sat in van	Housing Repairs	0	Advised updating their app on phone	N
28/05/21	Unhappy with New Bolsover regeneration work	Property Services	16	Work completed 3 years ago, some snagging works carried out (twice) all completed nothing outstanding	N
02/06/21	Not happy that electrical work was delayed	Property Services	9	Another appointment made - apology for missed appointment (emergency)	N
04/06/21	Not happy with rent arrears	Housing	15	Arrears led to eviction in 2017, former tenant aware	N

Date Received	Summary of Complaint	Departments involved	No of work days to process	Remedy	Justified? Y or N (Check on template)
04/06/21	Not happy bulky waste not collected on date specified	Streetscene Services Contact Centres	15	Nothing on site - confusion over location	N
01/06/21	Racial discrimination allegation	Contact Centres	6	No evidence of allegation against CA, customer reminded of customer standards	N
07/06/21	Not happy with tree planted on Whitwell Common	Planning Streetscene Services	15	Referred complainant to WPC	N
08/06/21	Bedroom radiators not getting hot, wants to move	Housing Repairs Housing	15	Explanation of work carried out	N
10/06/21	Not happy with the trees adjacent to a property he owns on Horsehead Lane, Bolsover	Streetscene Services	12	DCC responsibility	N
11/06/21	Wants a property in Creswell	Housing	1	Not eligible as only 2-bed (needs 3-bed)	N
16/06/21	Not received new bins	Streetscene Services	13	Bin delivered - national shortage	N

Date Received	Summary of Complaint	Departments involved	No of work days to process	Remedy	Justified? Y or N (Check on template)
21/06/21	Unhappy been charged planning fee, wants refund	Planning Revenues & Benefits	15	Refund offered	P
24/06/21	Wants to be removed from the 'blacklist' for the housing waiting list	Housing	10	Resident can apply after 3 years (Housing Allocations Policy)	N
25/06/21	Believes neighbour is running a business	Planning Community Safety Environmental Health	14	Planning to investigate. Police dealing with trespass etc.	N
01/07/21	Unhappy with gravel driveways on new development	Planning	10	Explanation that the Planning Inspectorate made the decision	N
05/07/21	Unhappy with response times for pest control service	Environmental Health Contact Centres	15	Pest Control Officer attended within 1 working day	N
30/06/21	Unhappy with condition of house at relet	Housing Repairs Housing	13	Apology if caused upset, not intended. inspection raised	P

Date Received	Summary of Complaint	Departments involved	No of work days to process	Remedy	Justified? Y or N (Check on template)
08/07/21	Not happy with non delivery of green bin, wants CT refund	Streetscene Services Revenues & Benefits	15	Bins now delivered - national shortage/ apology	P
09/07/21	Developers leaving a mess on verges	Planning Streetscene Services	15	Ongoing monitoring by Planning	N
09/07/21	Bins not delivered	Streetscene Services	15	Bins delivered 13/7	N
09/07/21	Not happy with service from Community Services re. neighbour issues	Community Safety	15	Mediation going to take place	N
12/07/21	Not happy with refuse service or attitude of crew	Streetscene Services	15	Apology if felt it was rude	N
14/07/21	Repeated missed bin collections	Streetscene Services Contact Centres	14	Added to burgundy bin list	Y
15/07/21	Green bin taken	Streetscene Services	13	Green bin delivered, apology	Y
16/07/21	Not happy that 365 membership is closed	Leisure	13	Time limited offer which ended 30/6/21	N

Date Received	Summary of Complaint	Departments involved	No of work days to process	Remedy	Justified? Y or N (Check on template)
26/07/21	Unhappy with planning permission	Planning	15	Outside of the scope of the CCC policy	N
26/07/21	Unhappy that binmen are leaving bin in middle of drive after collection	Streetscene Services	16	Memo issued to crews	Y
28/07/21	Wants housing for grandfather	Housing	15	No local connection (granddaughter not lived in area for 5 years)	N
29/07/21	Not happy bin has been broken	Streetscene Services	15	Bin repaired	N
29/07/21	Not happy with Coronavirus arrangements at The Arc	Leisure	0	Apology if upset, following guidance	N
30/07/21	Bins not collected	Streetscene Services	15	Assurance that bins will be emptied	N
30/07/21	Bins not collected	Streetscene Services	16	Apology - bins missed because of staff sickness/ isolating	P

Date Received	Summary of Complaint	Departments involved	No of work days to process	Remedy	Justified? Y or N (Check on template)
30/07/21	Unhappy with work carried out round the 'chicane' at Clowne	Streetscene Services	5	Partly DCC/ local landowners - BDC work ok	N
04/08/21	Unhappy with home improvement team visiting unannounced	Property Services	14	Contractors reminded to provide ID	N
09/08/21	Wants tenant to be rehoused	Housing Legal Environmental Health	12	Council cannot release information about tenant or support him in evicting her from the property	N
09/08/21	Unhappy bins were not collected	Streetscene Services	13	Apology - shortage of staff due to coronavirus	P
10/08/21	Complaint about housing status and repairs	Housing Housing Repairs	15	Housing allocated in line with HAP and more work carried out to garden than usually allowed	N
11/08/21	Unhappy with Ranger service	Community Safety	13	Advised that the Ranger would assess at the time	N

Date Received	Summary of Complaint	Departments involved	No of work days to process	Remedy	Justified? Y or N (Check on template)
12/08/21	Wants Council property	Housing	15	NEDDC/ Rykneld can refer applicant to BDC	N
16/08/21	Thinks he saw a BDC employee using a mobile phone	Housing Repairs Leisure Environmental Health Streetscene Services Finance	3	Driver has since left the authority	Y
16/08/21	Unhappy with enforcement letter from EH	Environmental Health	20	Falls outside of complaint policy and procedure - enforcement	N
17/08/21	Wants rehousing	Housing	1	HNO dealing with customer direct.	N
19/08/21	Unhappy with grounds maintenance standard	Streetscene Services	15	GM crew going back to sort	N
24/08/21	Structural damage, wants 2 weeks rent refund	Housing Housing Repairs	2	Refund been authorised as per request	P

Date Received	Summary of Complaint	Departments involved	No of work days to process	Remedy	Justified? Y or N (Check on template)
23/08/21	Reporting ASB on behalf of son	Community Safety		Extension until 15/10 Explanation of investigation process, some matters outstanding (right of access and permissions for outbuildings) are being dealt with and response will be sent separately	N
27/08/21	Issues with door	Housing Repairs	12	Door ordered/ being manufactured and will be fitted under supervision	P
07/09/21	Wants a ramp to the property	Housing Repairs Housing	15	Gradient needed for a ramp not achievable (too steep)	N
7/9/21	Chasing welfare adaptations	Housing Housing Repairs	15	Action plan to be carried out	N

Date Received	Summary of Complaint	Departments involved	No of work days to process	Remedy	Justified? Y or N (Check on template)
09/09/21	Wants another property	Housing	12	Back on waiting list advised to contact Council when ASB occurs	N
10/09/21	Wants to know why planning application was approved	Planning	14	Outline permission only	N
10/09/21	Condition of property next door	Environmental Health	15	Empty property officer dealing with potential developers	N
08/09/21	Wants a Council property	Housing	15	HNO spoken to customer, valid S21 served, homeless prevention duty in place	N

Date Received	Summary of Complaint	Departments involved	No of work days to process	Remedy	Justified? Y or N (Check on template)
14/09/21	Various issues in Creswell	Planning Leisure	0	Some issues DCC responsibility, some Parish. Explanation of Planning process and plans for leisure provision	N
16/09/21	On assisted bin service, continually missed	Streetscene Services	13	Collected on mop-up, Streetscene contacted complainant to explain	N
29/09/21	Cost of heating property	Property Services Housing	12	Properties not served by gas. Advice re. moving and/ or debt advice offered	N

G. Internal Review complaints 01/04/21 – 31/09/21 (Stage 3)

Date Received	Summary of Complaint	Departments Involved	No of work days to process	Remedy	
01/04/21	Not happy with work being carried out to new kitchen	Housing Repairs Property Services	20	Explanation of work carried out and scope of works	N
15/04/21	Enquiry about land/ ASB	Environmental Health Planning	18	Advice about actions taken	N
15/04/21	Not happy that the restart grant has not yet been paid	Revenues & Benefits	18	Explanation of grants and time taken to process	N
19/04/21	Unhappy with proposed new door locks	Housing Repairs	11	Explanation of compliance with legislation	N
06/04/21	Unhappy with Planning policy and development control	Planning		Commuted to further comments and meeting TBA	
20/05/21	Not happy with EH service	Environmental Health	7	Explanation of enforcement duty	N
21/05/21	Unhappy with EH handling of smoke/odour nuisance	Environmental Health	27	Explanation of enforcement duty	N
21/05/21	Problem with rats in the area	Environmental Health	20	Informal action against neighbour will result in formal action if no compliance	N

Date Received	Summary of Complaint	Departments Involved	No of work days to process	Remedy	
02/06/21	Wants bollards installing to prevent drivers using his land	Leisure Planning	22	Council is not liable for the actions of a third party. Officers considering his request for bollards - will advise when this has happened	N
15/06/21	Unhappy with data not being shared (partner organisation)	Community Safety	20	Information exempt from release	N
24/06/21	Has had a gas leak, reporting other repairs and wants to move	Housing Repairs Housing	16	No repairs outstanding, gas leak outside and within permitted levels	N
05/07/21	Enquiry about restart grants	Revenues & Benefits	16	Decision not to pay grant upheld	
05/07/21	Unhappy with New Bolsover regeneration work	Property Services	20	Architect to inspect	
16/07/21	Believes neighbour is running a business	Planning Community Safety Environmental Health	17	Copy of M.P. e-mail sent	
23/07/21	FOI Internal Review	Performance	7	No recorded information held (pre planning enquiry)	

Date Received	Summary of Complaint	Departments Involved	No of work days to process	Remedy	
19/07/21	Further comments to 4647 - equalities	Performance Housing	19	Reiterated previous advice	N
02/08/21	Wants to know status of housing application	Housing Streetscene Services	17	Waste accumulating again, complainant/ carers need to allow access to bins for assisted collection. Housing application is being considered although tenant is not concerned as yet as awaiting further physiotherapy.	N
29/07/21	Unhappy about daughter's housing situation	Housing	5	Daughter is being advised correctly - no permission to share information with complainant	N
29/07/21	Unhappy with data being shared	Performance	5	Apology for sharing too much detail	Y
09/08/21	Not happy with Coronavirus arrangements at The Arc	Leisure	3	Reiterated previous advice	N

Date Received	Summary of Complaint	Departments Involved	No of work days to process	Remedy	
08/08/21	Refuse crew using an unadopted road	Streetscene Services	12	Maintenance of lane is the responsibility of neighbouring landowners	N
10/09/21	Unhappy with noise investigations about him	Environmental Health Community Safety	20	EH have a duty to investigate, advice given about ASB and Police	N
10/09/21	Wants to know how to manage waste	Housing Streetscene Services	16	Reiterated advice previously given	N
07/09/21	Bins not collected	Streetscene Services	20	Apology sickness absence due to Covid	N
23/09/21	FOI Internal Review	Performance	6	Information held was released and explanation provided. Falls outside of CCC policy.	N

Date Received	Summary of Complaint	Departments Involved	No of work days to process	Remedy	
17/09/21	FOI Internal Review	Performance	17	Council held one copy (signed by the Council but not the purchaser). Separate copy signed by the purchaser is now held and has been provided. There is not a copy signed by both.	N
29/09/21	Bins not collected	Streetscene Services	20	Apology for missed bins due to Covid-19	P

H. Summary of Ombudsman Complaints - 2021-22

Date Received	LGO/ HO's Summary of Complaint	Departments Involved	No. of Working Days	Date Decision Letter Rec'd	Ombudsman's Decision
11/12/20	LGSCO Initial enquiries pollution from nearby farm	Environmental Health Performance	5	13/01/21	From previous year but informed this reporting period - Invalid
02/02/21 29/3/21	HO Noise complaint not investigated correctly Initial enquiries Formal Investigation	Corporate Resources	7	02/08/21	No maladministration
03/03/21 28/06/21	HO repairs not completed Initial enquiries	Housing Repairs	10	17/01/22	No maladministration and reasonable redress
24/05/21	LGSCO Initial enquiries planning permission	Planning Environmental Health	4	11/06/21	Not to investigate this complaint. This is because we are unlikely to find fault. The complainant has also not suffered significant injustice.
08/10/21	HO complaint regarding ASB and noise nuisance	Housing Community Safety Environmental Health			Awaiting decision
13/10/21	LGSCO initial enquiries re. Councillor complaint	Legal	0	19/10/21	Not to investigate this complaint. This is because we are unlikely to find fault.

Date Received	LGO/ HO's Summary of Complaint	Departments Involved	No. of Working Days	Date Decision Letter Rec'd	Ombudsman's Decision
19/10/21	LGSCO complaint about a Parish Councillor	Legal	0	19/10/21	Not to investigate this complaint. This is because we are unlikely to find fault.
07/01/22	LGSCO initial enquiries: Unhappy with partial closure of leisure facility	Leisure	1	13/01/22	Not to investigate the complaint because complainant has not been caused a significant enough injustice to warrant further investigation
13/01/22	Son had accident, liability not accepted	Streetscene Services	0	14/01/22	We will not investigate the complaint about the son's injuries resulting from a fall on the pavement. This is because it would be reasonable for her to take the matter to court.
21/01/22	Says Council did not clear waste he paid clearance for and then took enforcement action against him	Streetscene Services Environmental Health	0	21/01/22	Not to exercise discretion to investigate Mr X's complaint about being charged for clearing waste by the Council in 2017. This was received outside the normal 12-month period for investigating complaints. There is no evidence to suggest that Mr X could not have complained to them sooner. They will not investigate his complaint about being served with a Community Protection Notice for waste deposited on his land in 2021 because it was reasonable for him to challenge the notice by appealing to the Magistrates Court'

Bolsover District Council

Customer Services Scrutiny Committee

21 February 2022

Scrutiny Committee Work Programme 2021/22

Report of the Scrutiny & Elections Officer

Classification: This report is public.

Report By: Scrutiny & Elections Officer

Contact Officer: Joanne Wilson, joanne.wilson@bolsover.gov.uk

PURPOSE / SUMMARY

- To provide members of the Scrutiny Committee with an overview of the meeting programme of the Committee for 2021/22.
-

REPORT DETAILS

1 Background *(reasons for bringing the report)*

- 1.1 The main purpose of the report is to inform members of the meeting programme for the year 2021/22 and planned agenda items (Appendix 6.1).
- 1.2 This programme may be subject to change should additional reports/presentations be required, or if items need to be re-arranged for alternative dates.
- 1.3 Review Scopes submitted will be agreed within Informal Session in advance of the designated meeting for Member approval to ensure that there is sufficient time to gather the information required by Members and to enable forward planning of questions.
- 1.4 Members may raise queries about the programme at the meeting or at any time with the Scrutiny & Elections Officer should they have any queries regarding future meetings.
- 1.5 All Scrutiny Committees are committed to equality and diversity in undertaking their statutory responsibilities and ensure equalities are considered as part of all Reviews. The selection criteria when submitting a topic, specifically asks members to identify where the topic suggested affects particular population groups or geographies.

1.6 The Council has a statutory duty under s.149 Equality Act 2010 to have due regard to the need to advance equality of opportunity and to eliminate discrimination.

1.7 As part of the scoping of Reviews, consideration is given to any consultation that could support the evidence gathering process.

2. Details of Proposal or Information

2.1 Attached at Appendix 1 is the meeting schedule for 2021/22 and the proposed agenda items for approval/amendment.

3 Reasons for Recommendation

3.1 This report sets the formal Committee Work Programme for 2021/22 and the issues identified for review.

3.2 The Scrutiny Programme enables challenge to service delivery both internally and externally across all the Council Ambitions.

3.3 The Scrutiny functions outlined in Part 3.6(1) of the Council's Constitution requires each Scrutiny Committee to set an annual work plan.

4 Alternative Options and Reasons for Rejection

4.1 There is no option to reject the report as the Scrutiny functions outlined in Part 3.6(1) of the Council's Constitution requires each Scrutiny Committee to set an annual work plan.

RECOMMENDATIONS

1. That Members review this report and the Programme attached at Appendix 6.1 for approval and amendment as required. All Members are advised to contact the Scrutiny & Elections Officer should they have any queries regarding future meetings.

IMPLICATIONS

Finance and Risk: Yes ☐ No ☒

Details:

None from this report.

On Behalf of the Section 151 Officer

Legal (including Data Protection):

Yes ☒

No ☐

Details:

In carrying out scrutiny reviews the Council is exercising its scrutiny powers as laid out in s.21 of the Local Government Act 2000 and subsequent legislation which added to/amended these powers e.g. the Local Government and Public Involvement in Health Act 2007.

On Behalf of the Solicitor to the Council

Staffing: **Yes** ☐

No ☒

Details:

None from this report.

On behalf of the Head of Paid Service

DECISION INFORMATION

Decision Information	
Is the decision a Key Decision? A Key Decision is an executive decision which has a significant impact on two or more District wards or which results in income or expenditure to the Council above the following thresholds: BDC: Revenue - £75,000 ☐ Capital - £150,000 ☒ NEDDC: Revenue - £100,000 ☐ Capital - £250,000 ☐ ☒ <i>Please indicate which threshold applies</i>	No
Is the decision subject to Call-In? (Only Key Decisions are subject to Call-In)	No
District Wards Significantly Affected	N/A
Consultation: Leader / Deputy Leader ☐ Cabinet / Executive ☐ SAMT ☐ Relevant Service Manager ☐ Members ☐ Public ☐ Other ☐	Yes Details: Committee Members

Links to Council Ambition (BDC)/Council Plan (NED) priorities or Policy Framework including Climate Change, Equalities, and Economics and Health implications.

All

DOCUMENT INFORMATION

Appendix No	Title
1.	CSSC Work Programme 2021/22
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)	
Previous versions of the Committee Work Programme.	

Customer Services Scrutiny Committee

Work Programme 2021/22

Formal Items – Report Key

Performance Review	Policy Development	Policy/Strategy/ Programme Monitoring	Review Work	Call-In/Review of Executive Decisions	Petition

Date of Meeting	Items for Agenda		Lead Officer
28 June 2021	Part A – Formal	CANCELLED	
	Part B – Informal	CANCELLED	
2 August 2021	Part A – Formal	Briefing on Adapted Accommodation	Head of Housing Management & Enforcement/ Housing Enforcement Manager
		Work Programme 2021/22	Scrutiny & Elections Officer
	Part B – Informal	Review work	Scrutiny & Elections Officer
13 September 2021	Part A – Formal	Customer Service Standards and Compliments, Comments and Complaints Annual Report 2019/20	Customer Standards and Complaints Officer
		LG&SCO and Housing Ombudsman Annual Report 2019/20	Customer Standards and Complaints Officer
		North Derbyshire Rough Sleeper Strategy 2021-2023	Head of Housing Management & Enforcement
		Consultation on Housing Policies – Rechargeable Repairs	Head of Housing Management & Enforcement
		Work Programme 2021/22 – Agreement of Review Scope	Scrutiny & Elections Officer
	Part B – Informal	Review work	Scrutiny & Elections Officer
18 October 2021	Part A – Formal	Consultation on Housing Policies – Tenant Alteration & Improvement Policy	Assistant Director of Housing Management & Enforcement
		Work Programme 2021/22	Scrutiny & Elections Officer

Date of Meeting	Items for Agenda		Lead Officer
	Part B – Informal	Review work	Scrutiny & Elections Officer
13 December 2021	Part A – Formal	Work Programme 2021/22	Scrutiny & Elections Officer
	Part B – Informal	Review work	Scrutiny & Elections Officer
21 February 2022	Part A – Formal	Customer Service Standards and Compliments, Comments and Complaints Report 2019/20 – 1st April 2020 to 30th September 2020	Customer Standards and Complaints Officer
		Work Programme 2021/22	Scrutiny & Elections Officer
	Part B – Informal	Review work	Scrutiny & Elections Officer
21 March 2022	Part A – Formal	Transformation Governance Group Update	Assistant Director of Development & Planning
		Housing Strategy – Monitoring Update	Assistant Director Economic Development, Regeneration and Housing Delivery; Assistant Director of Property & Housing Repairs; Assistant Director of Housing Management & Enforcement
		BDC Tenancy Agreement	Assistant Director of Housing Management & Enforcement
		Business Rates Mandatory and Discretionary Rate Relief Policy	Assistant Director of Finance & Resources – Chief Financial Officer
		Council Tax Discretionary Relief Policy	Assistant Director Finance & Resources – Chief Financial Officer
		Work Programme 2021/22	Scrutiny & Elections Officer
	Part B – Informal	Review work	Scrutiny & Elections Officer
23 May 2022	Part A – Formal	TBC	
		Work Programme 2021/22	Scrutiny & Elections Officer

Date of Meeting	Items for Agenda		Lead Officer
	Part B – Informal	Review work	Scrutiny & Elections Officer

Document is Restricted