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To: Chair & Members of the Customer
Services Scrutiny Committee

Contact: Jo Wilson
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Thursday, 29th September 2022

Dear Councillor

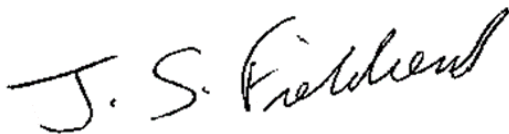
CUSTOMER SERVICES SCRUTINY COMMITTEE

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

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 on pages 3 and 4.

Yours faithfully

A handwritten signature in black ink, appearing to read "J. S. Fielden".

Solicitor to the Council & Monitoring Officer

Equalities Statement

Bolsover District Council is committed to equalities as an employer and when delivering the services it provides to all sections of the community.

The Council believes that no person should be treated unfairly and is committed to eliminating all forms of discrimination, advancing equality and fostering good relations between all groups in society.

Access for All statement

You can request this document or information in another format such as large print or **language** or contact us by:

- **Phone:** [01246 242424](tel:01246242424)
- **Email:** enquiries@bolsover.gov.uk
- **BSL Video Call:** A three-way video call with us and a BSL interpreter. It is free to call Bolsover District Council with Sign Solutions, you just need WiFi or mobile data to make the video call, or call into one of our Contact Centres.
- Call with [Relay UK](#) - a free phone service provided by BT for anyone who has difficulty hearing or speaking. It's a way to have a real-time conversation with us by text.
- **Visiting** one of our [offices](#) at Clowne, Bolsover, Shirebrook and South Normanton

CUSTOMER SERVICES SCRUTINY COMMITTEE AGENDA

***Monday, 10th October 2022 at 10:00 hours taking place in 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 of last meeting held on 18th July 2022	5 - 11
5.	List of Key Decisions and Items to be Considered in Private	12
	<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>	
6.	Customer Service Standards and Compliments, Comments and Complaints 2021/22 - 1st October 2021 to 31st March 2022 and Annual Report 2021/22	13 - 39
7.	LG&SCO and Housing Ombudsman Annual Report 2021/22	40 - 49
8.	Work Programme 2022/23	50 - 56

PART B - INFORMAL

9. 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 18th July 2022 at 10:00 hours.

PRESENT:-

Members:-

Councillor Rose Bowler in the Chair

Councillors Allan Bailey, David Dixon, Ray Heffer and Andrew Joesbury and Rita Turner.

Officers: Steve Brunt (Assistant Director of Streetscene), Deborah Whallett (Housing Enforcement Manager), Lesley Botham (Customer Services Manager) and Joanne Wilson (Scrutiny & Elections Officer).

Also in attendance was Councillor Deborah Watson (Portfolio Holder for Environmental Health & Licensing).

CS09-22/23 APOLOGIES FOR ABSENCE

Apologies were received on behalf of Councillor Sandra Peake and Victoria Dawson (Assistant Director of Enforcement & Housing Management).

CS10-22/23 URGENT ITEMS OF BUSINESS

There were no urgent items of business to consider.

CS11-22/23 DECLARATIONS OF INTEREST

There were no declarations of interest made.

CS12-22/23 MINUTES - 23RD MAY 2022

Moved by Councillor Ray Heffer and seconded by Councillor Andrew Joesbury

RESOLVED that the Minutes of a Customer Services Scrutiny Committee held on 23rd May 2022 be approved as a correct record.

CS13-22/23 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.

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

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

CS14-22/23 OPERATIONAL UPDATE ON WASTE COLLECTION SERVICES

The Assistant Director of Streetscene provided Members with an operational update on the Streetscene service and highlighted potential changes expected as a result of new legislation. The service currently operated with over 100 staff delivering over 2.3million collections per annum. All 3 collection services had at least 90% customer satisfaction rates.

During the Covid pandemic at the end of 2020/early 2021, the service faced significant pressures in relation to the burgundy bin collection service. Officers became aware that the external contractor was at risk of folding and took necessary steps to reduce the risks the service faced. However, despite the Council's efforts the company ultimately went in to voluntary liquidation. The Council secured transfer of staff and vehicles immediately ensuring that the service was operational for the following week.

All of this had impacted performance against SS05 (Amount of residual household waste disposed of by way of landfill) and ENV03 (Achieve a combined recycling and composting rate of 40% by March 2023). In addition to this, due to changes in packaging over the previous two years, particularly weight of glass bottles becoming lighter which impacted on the amount of waste recycled. As such, the recycling rate target had been adjusted accordingly to reflect the impacts on delivery.

Proposed national changes

The revised national Waste Strategy that was currently delayed was expected to change how the Council dealt with food/organic waste amongst other things. This could mean it could no longer be combined with other waste and may require the Council to adopt a separate weekly collection. Statutory guidance was awaited and it was likely a lot of the changes would need to be implemented by 2025/26.

Additional changes may also see tariffs on packaging to help fund waste collection and recycling, which could further increase cost of living due to pricing of groceries etc. Some elements of business waste had already been identified for exclusion from the tariff which could push more on the consumer.

Potential Service Changes - queries

Cllr Joesbury asked for further clarification on the potential for weekly food waste collections.

It was noted that as well as improvements to food waste collection, the government was keen to see free garden waste collections across all authorities. While this element would not affect BDC it would significantly impact neighbouring authorities who do charge and rely on the income. Additionally, from April 2027 the recycling of flexible plastics (wrapping etc.) would also be mandated. BDC had recently adapted collections to

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introduce this now ahead of the national requirement. The Council was assessing future options for paper recycling. It currently accounted for 3-4 tonnes each week but with the cost of the collection bags/caddies it may be more cost effective in the long-term not to separate paper.

If the Council chose not to separate paper then current burgundy bin collections could be adjusted freeing up resource for black/green bin collections. Property growth was also impacting the service with over 4000 new homes anticipated over the next 5 to 15 years which would impact collection rounds.

Cllr Joesbury queried what consultation there had been with the service/Council in relation to the proposed changes.

The Assistant Director Streetscene noted that the service had responded to multiple consultations, with private providers also engaging in the developments of the new national waste strategy.

Performance queries

Cllr Dixon queried how the targets were set in relation to residual waste being sent to landfill.

The Assistant Director Streetscene noted that the Revised Waste Framework Directive 2005 had set a range of targets but now Britain was no longer in the EU the legislation did not apply in the same way. BDC had generally been performing well in UK league tables and would like to get back to recycling 40-42%. Approximately 23% of the waste in black bins was food/organic waste. If this could be collected differently and extracted for recycling/reuse this could easily give another 5% to 10% towards the recycling target.

Cllr Dixon queried whether more enforcement in relation to waste and recycling could boost rates and help to further limit contamination.

It was noted that while this enforcement power was available to the Council it was rarely used.

Cllr Dixon queried what control BDC had over commercial waste, particularly recycling of commercial waste, to improve current rates.

It was noted the core duty for the Council related to residential waste but a service was offered to businesses. Typically, the Council offered specific collection options such as bottle banks or paper/card skips.

Cllr Bailey queried wait times for bulky waste collections as he was aware of a resident waiting 5 weeks.

It was noted the target time was 10-12 days, but shouldn't be longer than 2 weeks. Although there were some issues during Covid, there shouldn't be a 5 week wait. The assistant Director asked for details so this could be investigated further.

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Cllr Bowler noted that Members had reviewed Q1/Q2 complaints data which had raised some concerns. She queried service capacity to store new/replacement bins and manage deliveries.

It was noted that there was space for 700-800 bins at the depot. There had been issues with delivery lead times due to delays in receipt of bin stock. Covid and Brexit had impacted supply chain and for parts of 2020 and 2021 staff had to be redeployed within the service to maintain collections at the expense of repairs/bin deliveries, although this situation had now improved.

Cllr Bowler noted a common issue that she was presented with was the white recycling bags being thrown in to the back of the lorry during collections.

It was noted they were kept separate due to the twin pack in the red bin lorries. The load was checked at the recycling site when the processed to check for unexpected items. Paper collection was currently being reassessed, as previously mentioned, as on some occasions the collection was via a lorry where the twin pack was broken so all waste was mixed. It could still be filtered out at Martins and the back-end of the process but costs and processes were being evaluated to establish if it was still the correct approach to separate paper.

Cllr Bowler asked what provisions were in place for the refuse collection staff during hot weather, particularly the current heatwave.

It was noted that water and sunblock was available, and shorts could be worn. The collection rounds were designed to be complete hopefully before the peak of the high temperatures.

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

RESOLVED that (1) the current performance of the service be noted,

(2) following the release of new guidance from Defra, a further discussion to take place about how Scrutiny could engage in the development of new policies and operational practices that would enable the Council to remain compliant.

(Scrutiny & Elections Officer/Assistant Director of Streetscene)

CS15-22/23

CONSULTATION ON DERBYSHIRE HOMELESSNESS AND ROUGH SLEEPING STRATEGY 2022-2027

The Housing Enforcement Manager briefed Members on the proposed countywide strategy that was currently being consulted on. The last two years had proved particularly difficult for those working in homelessness support with the 'everybody in' mandate and legislation changes and innovation in delivery. The new strategy gave a coordinated approach which should lead to much better outcomes for those requiring support.

It was noted that this new strategy sat under the Health & Wellbeing Board at DCC emphasising the wider links of homelessness to a person's general health and wellbeing. The new county wide homelessness and rough sleeping strategy (see appendix 1) had a core aim to break down system blockages, and argued that a multidisciplinary approach

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was needed to make systems work better and that services were flexibly designed around the needs of customers.

The strategy would meet the vision and aims through the delivery of 4 clear priorities:

1. Make homelessness everyone's responsibility through a system wide approach
2. Prevent homelessness and respond through early intervention and personalised solutions
3. End rough sleeping and repeat homelessness
4. Develop sustainable supported and settled housing solutions

Cllr Joesbury noted concern that the current living costs would increase homelessness, with a higher proportion linked to mental health issues. It was queried if there was more funding going in to this area as he was aware of a 2 year wait for some DCC services.

The Housing Enforcement Manager noted that rates of homelessness were currently peaking with 3-4 s.21 notices per day. Government were currently trying to change legislation to stop landlords moving forward with no-fault evictions, which would put local services under pressure until this was in place. A partnership approach was taken in relation to mental health, it was not just a DCC service. However, it was hoped that with the new strategy sitting under the Health & Wellbeing Board all agencies should be taking a coordinated approach.

Cllr Dixon also noted the increase in s.21 notices and felt a number of them were profit driven due to the changes in the housing market. He hoped the new legislation would be in place soon. He also queried if there would be mandatory registration of private landlords under the new legislation as this was also causing an issue in some areas.

The Housing Enforcement Manager agreed to check and give feedback to Members.

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

RESOLVED that Members review and provide comment on the draft Derbyshire Homeless Strategy with a view to this being adopted by Bolsover District Council.

(Housing Enforcement Manager)

CS16-22/23

OPERATIONAL UPDATE ON CUSTOMER SERVICES

The Customer Services Manager gave a presentation to Members updating them on current service delivery; performance trends; customer contact preferences; planned service developments. Customer Services worked on behalf of all other service areas in the Council as the first point of contact, with their service plan aligned to the Council Ambitions and Priorities.

Since the pandemic customer contact channels had changed with face to face contacts decreasing by 50%. Use of email has doubled from around 4,000 to 8,000 and live chat (a new method of contact) was around 800-1,000 per month. Where customers were coming direct to contact centres for face-to-face support they were now presenting with multiple issues which was resulting in longer transactions than usual. This was now being

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monitored so processes could be adapted accordingly. Digital contact had increased significantly with over 40% using online channels. However, face-to-face contact was still required for those not comfortable or unable to use online contact.

Members were briefed on a number of recent achievements including:

- Introduction of over-phone payments
- Reinstatement of call-recording
- Implementation of multi-channel telephony system – this could be tailored to employees skills and knowledge levels so that more experienced colleagues handled a more complex workload. It was also possible to prioritise calls over email/live chat when call volumes were high.
- Implementation of Sign Solutions for those with hearing difficulties.

One of the core future plans was implementation of Information Screens within Contact Centres. It was hoped to develop a suite of promotional screens for each service area that could run on rotation. In addition, officers were aiming to develop a real-time satisfaction solution to capture data for services was a high priority. Furthermore, officers aimed to refine the approach to reducing avoidable contact, and develop and implement a call-back facility which should all maximise the efficiency and flexibility of the service.

A Q&A session followed with the following points raised:

Cllr Heffer – Access to a Contact Centre by Tibshelf residents was not easy and residents would benefit from a mobile centre or something closer, bus routes to South Normanton were a real problem. Could we have something more locally based?

Pre-pandemic a community based advisor was being considered and Housing services now run such a service. This has been raised previously.

Cllr Dixon – Could we develop a pop-up service that could go across the District to cover those areas not in proximity to a Centre?

We do try to do this at partnership events and events by Housing/ASB.

Cllr Joesbury – A presence at events is really good but not regular. Could we have a mobile office like the old style mobile libraries?

This can be considered.

Cllr Bowler – there no longer seems to be advertising of available properties in Contact Centre windows – why not?

Advertising is now mostly online but a printout can still be done. We can look in to this.

Cllr Bowler – does the call back facility give the customer a queue position?

This is something we can build in to the system

CUSTOMER SERVICES SCRUTINY COMMITTEE

Moved by Councillor Andrew Joesbury and seconded by Councillor Rita Turner.
RESOLVED that the presentation and update from service managers be noted.

(Customer Services Manager)

CS17-22/23 REVIEW OF COUNCIL-OWNED ADAPTED ACCOMMODATION – EXECUTIVE RESPONSE

The Scrutiny & Elections Officer presented the official response from Executive to the Committee's recent review of Council-owned Adapted Accommodation. All recommendations had been approved and the review was now in a twelve-month monitoring period.

Moved by Councillor Ray Heffer and seconded by Councillor Rita Turner.

RESOLVED that (1) Executive's Response to the Review of the Council-owned Adapted accommodation be noted,

(2) Members make its report and findings public, in accordance with Part 4.5.17(4) of the Constitution,

(3) Officers monitor progress on the recommendations and report in six and twelve months' time highlighting exceptions to delivery, in accordance with Part 3.6(1) of the Constitution.

(Scrutiny & Elections Officer)

CS18-22/23 WORK PROGRAMME 2022/23

Committee considered their proposed work programme for 2022/23.

Moved by Councillor Rita Turner and seconded by Councillor Rose Bowler.

RESOLVED that the Work Programme 2022/23 be noted and approved.

(Scrutiny & Elections Officer)

The formal public part of the meeting ended at 11:32 hours.

CS19-22/23 REVIEW WORK

Members moved into the Informal part of the meeting and discussed evidence and findings so far within their review of IT Services and Support. This was stalled during the pandemic and was now being restarted to ensure any areas that Scrutiny could still add value were explored fully.

The Informal meeting ended at 12.00 noon.



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

Meeting of the Customer Services Scrutiny Committee on 10th October 2022

Customer Service Standards/ Compliments, Comments and Complaints

Report 2021/22

1st October 2021 to 31st March 2022 and Annual Summary

Report of the Assistant Director of Housing Management, Enforcement and Customer Services

Classification	This report is Public
Report By	Victoria Dawson Assistant Director of Housing Management, Enforcement and Customer Services Telephone: 01246 242231 Email: Victoria.dawson@bolsover.gov.uk
Contact Officer(s)	Lesley Botham Customer Service Manager Telephone: 01246 242230 Email: Lesley.botham@bolsover.gov.uk Liz Robinson Customer Standards & Complaints Officer Telephone: 01246 242355 E-mail: liz.robinson@bolsover.gov.uk

PURPOSE/SUMMARY OF REPORT

- 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 October 2021 to 31st March 2022
- To provide an Annual Summary on the above.
- To make Elected Members aware of performance in relation to its Customer Service Standards and the effective management of complaints.

REPORT DETAILS

1. Background

- 1.1 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.

2. Details of Proposal or Information

2.1 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 October 2021 and 31st March 2022 by quarterly period. The report identifies Quarter 3 91% and Quarter 4 88% of incoming calls are being answered corporately within 20 seconds cumulatively. The majority of departments achieved and exceeded the corporate target of 93%, except the Revenues and Benefits and Housing/Community Safety in Quarter 3 and 4, and Planning in Quarter 4.

Cumulatively performance is 91% over 2021/22 which is just below target of 93%.

Contact Centres

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

Contact Centres achieved 75% and 60% for quarters 3 & 4 respectively

Cumulatively performance is 69% over 2021/22 which is below the target of 75%.

The slight slippage was due to staff resources being below the minimum required.

Revenues & Benefits

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

Revenues ‘direct dial’ achieved 85% and 80% for quarters 3 & 4 respectively

Cumulatively performance is 81% over 2021/22, which exceeds the target of 65%.

Target – Benefits 78% of incoming calls to be answered within 20 seconds

Benefits ‘direct dial’ achieved 94% and 92% for quarters 3 & 4 respectively

Cumulatively performance is 92% over 2021/22, which exceeds the target of 78%.

During March we issued the new Council Tax and Business Rates bills and also the up-rated Housing Benefit and Council Tax Reduction letters so that generated a large number of calls

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 October 2021 to 31st March 2022:

- 5290 and 8054 email enquiries (in Q3 and 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.

There were more e-mails compared to the same period (10,811) in 2020/21 and this remains a popular method of contact.

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. To consider if to re commence as a performance indicator for 2022/23.

2.2 Compliments, Comments and Complaints

Compliments

Appendix 3 (A) shows the number of written compliments received for the period by department. In total **59** 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 10**) 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 **102** complaints were recorded on the Customer

Information System. 93% of which were responded to within our customer standard of 3 working days.

Formal Investigation (stage two)

Appendix 3 (D,E,F) shows the number of Formal Investigation complaints and M.P. enquiries received by department, **107** complaints were received during this period, 84% of which were responded to within our customer service standard of 15 working days.

The flexible retirement of the Customer Standards and Complaints Officer has had an impact on the response times during this quarter.

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

Internal Review (stage three)

Appendix 3 (G) shows the number of stage three complaints received for the period by department. These are complainants who have already made a stage two complaint and still feel dissatisfied. During this period **12** stage three complaints were received, all 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 31st March 2022. During this reporting period **7** cases were received and there was **7** decisions made.

Summary for 2021/22

The following tables provide a summary of performance for compliments, comments and complaints for 2021/2022, with comparative data from previous years.

Volume and Performance

Volume by type	2021/22 Total	2020/21 Total	2019/20 Total	2018/19 Total
Compliments	187	228	273	258
Comments	23	97	55	69
M.P. enquiries	126	28		
Stage 1 Complaints (S1)	447	217	205	252
Formal Investigation Complaints (S2)	117	175	208	193
Internal Review (S3)	39	35	41	33
Total	938	780	782	805

Volume by type	2021/22 Total	2020/21 Total	2019/20 Total	2018/19 Total
% Comments acknowledged within standard (target 3 working days)	100%	100%	100%	100%
% Stage 2 responded to within standard (target 97%)	91%	94%	96%	99%
Average response in days (target 15 working days)	11	10	13	11
% Stage 3 responded to within standard (target 100%)	82%	94%	88%	97%
Average response in days (target 20 working days)	16	16	19	16

When comparing 2021/22 to the previous year of 2020/21, the following is noted:

- There were slightly fewer written compliments
- We have received less comments
- We have received an increase in frontline resolution complaints
- Received less formal investigations complaints and more M.P. enquiries
- Received slightly higher internal review complaints

The above would appear to indicate that the Council has an easy to access complaints system, as recommended by the Local Government & Social Care Ombudsman and the Housing Ombudsman Service.

A separate report is submitted for Local Government & Social Care Ombudsman and the Housing Ombudsman Service complaints.

3. Reasons for Recommendation

- 3.1 To note the overall performance on Customer Service Standards and Compliments, Comments and Complaints as per the Committee's Terms of Reference.

4 Alternative Options and Reasons for Rejection

- 4.1 None

RECOMMENDATION

1. That the Customer Services 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

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: Revenue - £75,000 <input type="checkbox"/> Capital - £150,000 <input type="checkbox"/> <input checked="" type="checkbox"/> Please indicate which threshold applies	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 <input type="checkbox"/> Executive <input type="checkbox"/> SLT <input type="checkbox"/> Relevant Service Manager <input checked="" type="checkbox"/> Members <input type="checkbox"/> Public <input type="checkbox"/> Other <input type="checkbox"/>	Yes Details:

Links to Council Ambition: Customers, Economy and Environment.
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

DOCUMENT INFORMATION	
Appendix No	Title
1.	Customer Service Standards monitoring
2.	Telephony performance
3.	Compliments, Comments and Complaints: A. Compliments by department 1/10/21 – 31/3/22 B. Comments by department 1/10/21 – 31/3/22 C. Frontline resolution complaints by department 1/10/21 – 31/3/22 D. Formal Investigation complaints (direct) 1/10/21 – 31/3/22 E. M.P Enquiries 1/10/21 – 31/03/22 F. Formal Investigation (complex) complaints 01/10/21 – 31/03/22 G. Internal Review complaints by department 1/10/21 – 31/3/22 H. Ombudsman complaints summary for 2021/22

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	% of Calls Answered within 20 Seconds - Benefits	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%		75%	65%	78%		100%	100%		99%		97%
April to June	23,152	88%	21,489	65%	78%	94%	6,598	100%	99%			71	96%
Quarter 1 Cumulative	23,152	88%	21,489	65%	78%	94%	6,598	100%	99%			71	96%
July to September	22,050	89%	20,153	77%	80%	89%	6,076	100%	99%	No monitoring undertaken due to Covid-19 pandemic arrangements		80	96%
Quarter 2 Cumulative	45,202	89%	41,642	71%	79%	92%	12,674	100%	99%			151	96%
October to December	21,037	92%	16,600	75%	85%	94%	5,290	100%	99%			56	96%
Quarter 3 Cumulative	66,239	90%	58,242	72%	81%	92%	17,964	100%	99%			207	96%
January to March	24,505	95%	18,516	60%	80%	92%	8,054	100%	100%	No monitoring undertaken due to Covid-19 pandemic arrangements		53	74%
Quarter 4 Cumulative	90,744	91%	76,758	69%	81%	92%	26,018	100%	99%			260	91%

Appendix 2

Appendix 2 - Telephony Figures 1/10/21– 31/03/22

Corporate target 93%	Q3			Q4		
	Total	Total in standard	%age	Total	Total in standard	%age
Department (by directorate)						
Resources						
Communications	66	65	98	92	90	98
Contact Centre Managers	125	116	93	142	138	97
Joint ICT	727	716	98	672	667	99
Leisure	1375	1336	97	1507	1463	97
HR & Payroll	509	508	100	493	488	99
Finance	225	218	97	317	312	98
Revenues & Benefits	13506	11846	88	18736	15474	83
Streetscene Services	1736	1627	94	1951	1841	94
Housing & Community Safety	2608	2405	92	2741	2429	88
Total	20877	18837	90	26651	22902	86
Strategy & Development						
Leader's Office & Partnership	113	105	93	117	114	97
Legal, Governance, Scrutiny & Elections	289	280	97	312	222	97
Housing Repairs	3123	2942	94	3570	3421	96
HR & Health & Safety	509	508	100	493	488	99
Property & Commercial Services	591	575	97	808	785	97
Performance	0	0	0	0	0	0
Planning	554	513	93	622	562	90
Economic Development	35	35	100	117	117	100
Total	5214	4958	84	6039	5709	90
Overall Total	26091	23795	91	32690	28611	88
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 						

Compliments 1/10/21 - 31/3/22

Date Received	Summary	Department
04/10/21	To the benefits department, Thank you for your help sorting out my son's housing benefit. I have spoken to 3 of your team and they have all been helpful, caring and efficient. I have really appreciated the way you have handled things and want it to be recognised. I'm sure people are often so quick to complain! Keep up the good work,	Revenues & Benefits
06/10/21	Customer would like to say what a brilliant, fantastic job that gas engineer/plumber and his partner who was working with him installing a gas combi boiler at 5 Maple Grove Glapwell. Customer stated that he cleaned up after and left everything in working order. A job well done.	Housing Repairs
11/10/21	Advised claim should have been in payment for period 05.08.19-02.03.20 and info she provided wasn't dealt with at the time. Advised of underpaid CTS and that this will be awarded onto ctax account - advised her that I had spoken to Ctax dept and they are going to update balance with Bristow & Sutor now balance is considerably lower. Claimant said thank you for looking through everything and amending claim and that I had been a great help.	Revenues & Benefits
12/10/21	Customer said he was very grateful officer had sorted him a payment arrangement, felt like a weight had been lifted from his shoulders after her help and said 'thank you so so much'	Revenues & Benefits
13/10/21	Many thanks for your continued swift responses, I look forward to hearing from housing officer in the near future regarding the progress of the matter. We appreciate all the assistance from everyone concerned from this year onwards, and I want to say a huge thank you for the noticeable improvements in communication and updates there have been since Housing Officer and colleague visited us in the summer. It is reassuring as we had previously felt we and our boys had been forgotten about, so thank you again and I hope it's not too long before we know what the plan is .	Housing, Legal, Governance & Elections
15/10/21	I just wanted to say a massive thank you for helping to arrange officer visit to our school to speak to the Travel and Tourism GCSE students. Her session was fantastic. It was really interesting and she is a very engaging speaker.	Economic Development
15/10/21	I would just like to say thank you for helping me to apply for the payment, it will come as a massive help at this difficult time. All the best and kind regards	Revenues & Benefits
19/10/21	2 lovely young men came to replace fascia boards today. They were so polite, worked very quickly to carry out the repair, cleared up every speck of mess and they are a credit to the service. Pass this comment on to them and thank them for completing the job so well but also taking the time to clear up and being so polite.	Housing Repairs

Compliments 1/10/21 - 31/3/22

Date Received	Summary	Department
20/10/21	Please pass on our thanks to the team responsible for dealing with the complaint re. antisocial behaviour/ ref no RA372108940. We have had a visit from the police, who assured us that they are aware of the people involved, and will take an appropriate action.	Community Safety Contact Centres
20/10/21	Cllr rang wishing to pass on his thanks to the CAN Rangers. He said they have been having some problems with Anti Social Behaviour in Pinxton and he would like to thank them for their patrols etc. and for the help that have given in dealing with these problems. He said that residents have also asked him to pass on their thanks to the Rangers.	Community Safety
26/10/21	Customer thanked CA for her help with his payment and chat and would like to thank customer service and all other staff for their help whenever he rings up	Contact Centres
27/10/21	From resident to Revenues re. setting up an arrangement to pay CT arrears: Thank you. That has helped so much.	Revenues & Benefits
04/11/21	I would like to thank you for the support you gave to Healthy Living Week. Everyone seemed to enjoy it and gave a good response	Leisure
01/11/21	Thank you so much for this. We'll be very excited to share it on our social media. Many thanks for the fantastic article, we're extremely grateful Emma :)	Communications
10/11/21	That's wonderful news, thank you so much for all your help in this matter. I hope you have a lovely evening. With warmest wishes	Revenues & Benefits
10/11/21	Thank you so much for clearing my query up. I understand now. I have been told by the Universal Credit that the £16 a month is with my housing cost on. May I ask does this mean if I could claim discretionary payment if needed. A bit of help will help. Thank you, for all your help and I understanding.	Revenues & Benefits
10/11/21	Tenant called to thank our contractors (Evendine) who have recently been out and fitted his ramp. He says that he was out at the time when they attended however they have done a fantastic job.	Housing Repairs
10/11/21	Resident wants to say thank you for the prompt service which she has received after she reported a street name sign down. This has all been sorted within 3 working days.	Property Services
12/11/21	Just wanted to thank you for your patience. I know I have a bit of a sarcastic tongue when I am stressed, but I promise I wasn't intending to be disrespectful to anybody, it was my way of saying that I wasn't surprised as she was probably totally stressed out with me. I do thank you for calming me down.	Housing
15/11/21	Thank you very much for your consideration when assessing our application and the additional time required in doing so.	Planning

Compliments 1/10/21 - 31/3/22

Date Received	Summary	Department
17/11/21	The session was brill and the officer was amazing with all the children. Looking forward to the next 5 sessions.	Leisure
18/11/21	Customer has telephoned in to say he has had an repairs operative out today (18/11/21) to fix your gate. The operative was very well mannered and great. Also he made it look very presentable and did a great job.	Housing Repairs
24/11/21	Tenant called to pay his rent and council tax and said that everyone he speaks to in our department are helpful and courteous.	Contact Centres
25/11/21	Customer would like to say how nice and helpful all of the contact centre staff are and he never has any problems when he calls, and was thankful for the repair that Jordan Kyle logged for him and wanted to pass on his thanks to everyone.	Contact Centres
29/11/21	Mr xxxx made compliment whilst communicating to the occupants at the Clowne Business Centre the advice he had received in relation to business rates. He stated that....."You will be initially be quoted (or even invoiced) the gross amount, For space you lease, however most will be able to claim Small business Rates Relief unless you have space elsewhere, and Brian Flanagan from BDC will assist with this. He is very quick, and very helpful and is a pleasure to deal with."	Revenues & Benefits
29/11/21	Customer wanted to thank customer advisor for her help after helping the customer arrange an inspection	Contact Centres
01/12/21	Very professional, very helpful, very nice people. We fully recommend. Thank you for your help with EU Settlement Scheme, job application and tax refund. I just wanted to let you know that I was pleased with the service.	Leader's Executive Team
02/12/21	Thank you kindly for getting back to me and solving that so quick. If you were a pub on TripAdvisor I'd give you five stars.	Revenues & Benefits
09/12/21	Thank you for your call today about Council Tax support. It is so lovely to know that lovely people still existing out there. Thank you so much again and I wish you Very Merry Christmas.	Revenues & Benefits
10/12/21	Customer telephoned to say thank you for contacting her and regarding her bus pass that handed in to Clowne CC by a member of the public	Contact Centres
14/12/21	Customer thanked benefits officer for her help and said she gives her 10 out of 10 for customer services when heping her to apply for CTS.	Revenues & Benefits
16/12/21	Customer wished to thank C tax officerl for her assistance with his enquiry regarding locating the Single Occupier Discount forms. Customer stated the following..... <i>brought clarity to the situation by me providing me with the solution professionally to my query in an extremely friendly helpful manner.</i>	Revenues & Benefits.
16/12/21	Customer wished to thank the Balanceability team as follows - 'Thank you all so much for everything and getting xxx riding her bike she has so much confidence now.'	Leisure

Compliments 1/10/21 - 31/3/22

Date Received	Summary	Department
17/12/21	Over the last few months I've been constantly ringing Kay inquiring about the projects she is dealing with for us. The garden centre and both are now granted, the nursery housing will hopefully be done by Christmas and Scarcliffe in January! Thank you for constantly answering all emails, phone calls and trying to work with us.	Planning
06/01/22	Customer wished to thank Clare Betts for her assistance with her Test & Trace Isolation Payment application. Customer stated the following..... <i>Thank you very much for all the help!</i>	Revenues & Benefits
10/01/22	The Administrative Assistant at Langwith Parish Council passed on the following comment after the assistance with the removal of abusive graffiti from a bus shelter was provided by Mark and Jonathan. The compliment was as follows, 'The bus shelter is the responsibility of Langwith Parish Council and I would like to pass on my thanks on behalf of Langwith Parish Council to you both for reporting this, and arranging for the cleaning and payment through funding of this abusive graffiti'.	Housing
17/01/22	3 compliments from PCSO about CAN Rangers service	Community Safety
24/01/22	I refer to the above matter in respect of a complaint regarding land which caused damage to our client fence. You kindly assisted by ensuring the fencing was replaced before xxxxx final birthday on 8th June and on which she had hoped to have one last gathering with friends and family. I have today heard from xxxx who advised that unfortunately xxxx had to go in for surgery on her birthday and passed away shortly afterwards on the 3rd July. Based on the above we will now be arranging to close our file but would like to again thank you for the compassion you showed to Mrs Staniforth prior to her sad passing.	Legal, Governance & Elections
31/01/22	Angela regularly rings up to report litter and fly tipping around her area, Steetley Lane. She wished to pass on her thanks to the grounds maintenance team who she says do a great job in clearing up what people drop as it is a big problem around there	Grounds Maintenance
28/01/22	xxxx would like to say a big thank you to (Electrician), for being very efficient and polite today when he visited to carry out repairs to the outside light.	Housing Repairs
31/01/22	The operative that attended to install the new bath today has done an absolute brilliant job.	Housing Repairs
31/01/22	The Electrician that attended her property had done an amazing job	Housing Repairs
31/01/22	would like to thank everyone involved in sorting out the noisy neighbour issue. He has completed diary sheets and since friday he has been able to sleep without any noise	Housing / Community Safety
31/01/22	would like to thank Repairs Inspector for fixing the kitchen trim while he was there carrying out an inspection today; customer very appreciative of his help.	Housing Repairs

Compliments 1/10/21 - 31/3/22

Date Received	Summary	Department
07/02/22	Customer wished to thank Benefits Officer for her assistance with her Test & Trace Isolation Payment application. Customer stated the following..... <i>Thank you , sorry it wasn't plain sailing. I appreciate your help and patience.</i>	Revenues & Benefits.
10/02/22	<p>Officer received a comment from a colleague that did not wish to be named. The comment was as follows....."I just want to make it known how good xxx is, nothing is ever too much trouble for him."</p> <p>"Today a member of the public reported graffiti on a bus stop and xxx found a bucket and brush and went straight out and scrubbed it off"</p> <p>I know this is just one example of many that can be given about your dedication to the job Brian, and this follows on from the great job you had yesterday where you caught offenders in the act of fly tipping and gathered all the relevant evidence which looks set to lead onto a prosecution.</p> <p>Thank you for all your hard work Brian, it's things like this that make a positive difference in our communities and it is certainly appreciated</p>	Housing
04/02/22	wished to pass on a customer compliment that was aimed at a member of the Contact Centre staff. The customer stated the following . "..... I sought help from Citizens Advice before Christmas as recommended by a lovely staff member through your Live Chat on the Council website and she was amazing with me and my situation when I discussed then my partner leaving and my need to access a foodbank on the 8th December and she couldn't do enough".	Contact Centres
15/02/22	<p>Customer wished to thank the repairs team for prompt response to repairing and replacing of their shower. Customer stated....."I would just like to thank the council and the staff for the quick response to our shower Repair and replacement yesterday and prompt action, The Job Number was R0034737.</p> <p>The person sent was excellent . cleanliness ,polite . The person on the switchboard Was also excellent</p>	Housing Repairs
09/03/22	Bolsover CC today. He saw advisor deal with a customer and was impressed with her attitude and professionalism	Contact Centre
14/03/22	would like to thank the tradesperson that attended her property today to fit a mixer tap. She stated that the person was 'very good' and a 'very nice person'.	Housing Repairs

Compliments 1/10/21 - 31/3/22

Date Received	Summary	Department
14/03/22	Compliment taken over the telephone. Customer called to complain about her missed bulky waste collection. She was contacted by a gentleman on Friday who assured her the collection would be made today. The collection has been made today and she wanted to pass on her thanks for this service. She added that we are all quick to complain but not as quick to compliment so she asked I pass the info on to SS	Streetscene Services
14/03/22	Tenant called to say that the tradesman that carried out her annual gas service was very pleasant, a lovely man and always does a good job. She said he is a pleasure to have in her house. unfortunately she doesn't know his name as she forgot to ask.	Housing Repairs
17/03/22	Many thanks to the polish gentleman that came to fit my door and windows alarms yesterday , he was very helpful and such an invigorating person could not do enough for you , so compassionate about his work and towards my self . I am a great believer in giving credit to where it is due , please say a big thank you from my self . Also the young lady I spoke to on the phone at your no , 242424 , she was also excellent in her phone Manner towards me , very helpful , once again a big thank you to the BDC and your staff .	Community Safety Contact Centres
17/03/22	Thanks for wet room, great service	Housing Repairs Contact Centre
17/03/22	Following a drainage complaint. Customer has called in to say thank you for the quick response and a very good job done, very polite and very helpful and explained everything they were doing.	Property Services
17/03/22	Customer rang to pass on thanks for responding to repair so promptly today. Very pleased with the electrician who customer said found something else even more dangerous whilst there.	Housing Repairs
21/03/22	Bless you and thank you for your prompt response. I do apologise for misreading the rate bands on your page. I can confirm that the link you sent with your email took me straight to the topic and im very happy with the contents. Great service. Thank you	Revenues & Benefits
24/03/22	would like to thank Officers in Planning. He explained, It is a very refreshing experience for him when he is constantly working as an agent with LA planners across the country who do not attend site. He likes the Bolsover approach enabling you to chat through the proposals further.	Planning
24/03/22	I would like to thank you for considering me in this round and appreciate you and your team have had a mammoth task in deciding who gets the award or not I would like to thank you and your team for all your assistance in the previous awards and can only thank everyone from the bottom of my heart for the award I have received in the past. The grants received helped myself and my family with some security and much needed assistance in the troubling times we all faced. I cannot thank you enough for that.	Economic Development

Comments 1/10/21 - 31/3/22

Date Received	Summary	Department
19/10/21	Unhappy with lack of toilets in Bolsover	Contact Centres Property Services
03/11/21	A suggestion for the max weight for the green bins to be put on next year's calendar.	Streetscene Services
26/10/21	Fireworks	Customer Standards
07/11/21	Fireworks	Customer Standards
10/12/21	Various questions	Streetscene Services and other organisations
10/12/21	Various questions (same as above)	Streetscene Services and other organisations
28/01/22	Mr Shearwood has suggested that we use the 'what three words' app for things like fly tipping so that we can pinpoint the exact location when people are reporting things to us.	Street Scene
31/01/22	Wants to know about any improvements for South Normanton	Communications Leisure Property Services
08/02/22	Why is recycle combined in RCV	Streetscene Services
21/03/22	Does not want Council to spray weeds	Streetscene Services

Appendix 5

Frontline Resolution (via Contact Centre) (Stage 1) – 01/10/21-31/03/22

AREA	SUMMARY OF COMPLAINT	DEPARTMENT	NO. WORK DAYS
Clowne	missing bin caddy	Refuse	0
Bolsover	Missed assisted collections	Refuse	0
Bolsover	Delayed bin delivery	Refuse	0
Shirebrook	refuse policies	Refuse	2
South Normanton	bin refund	Refuse	2
Whaley Thorns	Complaint about the bin not being emptied	Refuse	1
Pinxton	bin delivery delays	Refuse	1
Pleasley	bin delivery delays	Refuse	2
Bolsover	New build bin delivery delays	Refuse	1
Pleasley	missed bins	Refuse	2
Barlborough	numerous missed bins	Refuse	3
Shirebrook	bins missed often	Refuse	1
South Normanton	Delayed bin delivery	Refuse	2
Stony Houghton	Missed burgundy bins	Refuse	2
Bramley Vale	Missed green bin	Refuse	0
Bramley Vale	Issues with bin collections	Refuse	0
Creswell	Delayed green bin delivery	Refuse	0
Tibshelf	Missed assisted collections	Refuse	1
Bramley Vale	Missed bin collections	Refuse	2
Whitwell	Work carried out to a council property	Property services	3
Bolsover	Bin order delays	Refuse	2
Creswell	Delayed black bin delivery	Refuse	2
Clowne	Delayed black bin delivery	Refuse	2
Barlborough	Delayed bin delivery	Refuse	2
Bolsover	Missed burgundy bins	Refuse	0
Bolsover	Delayed bin delivery	Refuse	3
Whitwell	Damage to property by contractors when working on neighbouring property	Repairs	2
Westhouses	Council property	Housing	2
Pleasley	Delayed bin delivery	Refuse	0
Bolsover	Missed burgundy bins	Refuse	0
Glapwell	Missed burgundy bins	Refuse	2
Creswell	Delayed bin delivery	Refuse	1
Clowne	Staff member	Housing Tenancy Management	8
Clowne	Bins not being put back in the correct presentation point.	Refuse	0
South Normanton	Delayed new build bins delivery	Refuse	2
Glapwell	carrying bin calenders in mouth - covid risk	Refuse	0
Whitwell	Missed bin collections	Refuse	0
Whitwell	Missed bin collections	Refuse	0
Barlborough	Bins regulary being missed	Refuse	3
New Houghton	Info given by CC advisor	Contact Centre	0
Clowne	house clearance	Refuse	1
Bolsover	Bins not being put back in the correct presentation point.	Refuse	0
Bolsover	Bin gone in the back of the lorry	Refuse	3
Shirebrook	Missed green bin	Refuse	1

Frontline Resolution (via Contact Centre) (Stage 1) – 01/10/21-31/03/22

AREA	SUMMARY OF COMPLAINT	DEPARTMENT	NO. WORK DAYS
Creswell	mess left from workmen cutting trees down	Grounds maintenance	2
Clowne	Chase up re BDC380501115	Env Health	8
South Normanton	Hessian bag not being returned	Refuse	2
South Normanton	Damage caused to property	Refuse	1
Creswell	Wait time for replacement bin	Refuse	1
Hodthorpe	Assisted collections keep being missed	Refuse	1
Creswell	Assisted collections keep being missed	Refuse	1
Clowne	Wait time for replacement bin	Refuse	1
Hasland - out of area	Manner of driving by BDC staff member	Env Health	2
Creswell	Missed black bin collections	Refuse	10
New Houghton	repairs	Repairs	0
South Normanton	recycling collections	Refuse	0
Pinxton	trade waste	Refuse	0
Clowne	bin replacement wait times	Refuse	1
Bolsover	missed burgundy bin collections	Refuse	1
South Normanton	Bins regulary being missed	Refuse	1
Clowne	Staff member	Contact Centre	0
Pinxton	Incorrect info given by CA	Contact Centre	0
Newton	missed black bins	Refuse	1
Hodthorpe	missed assisted bin collections	Refuse	5
Bolsover	missed bin collections	Refuse	2
Creswell	missed bin collections	Refuse	1
pleasley	Refuse - driving of the lorry	Refuse	0
Creswell	New bin delivery delays	Refuse	0
Bolsover	Missed burgundy bins	Refuse	1
Whitwell	delayed burgundy bin order	Refuse	1
Bolsover	Missed bin collections	Refuse	1
Tibshelf	bin replacement not ordered	Refuse	1
Clowne	Litter picking	Grounds maintenance	1
Pleasley	Missed bulky collection	Refuse	1
Bolsover	missed assisted bin collections	Refuse	1
Pinxton	tree that needs cutting down	Refuse	1
South Normanton	grass cutting	Grounds maintenance	37
Whitwell	Missed bin collections	Refuse	12
Creswell	missed bin collections	Refuse	2
Shirebrook	new bin order delayed	Refuse	1
South Normanton	bin replacement delay	Refuse	1
South Normanton	bin crew	Refuse	0
Langwith	bin crew	Refuse	0
Shirebrook	assisted collection	Refuse	0
Shirebrook	replacement bin request	Refuse	0
Shirebrook	missed bin collections	Refuse	0
Bolsover	delayed bin delivery	Refuse	3
Bolsover	missed bin collections	Refuse	0
Shirebrook	replacement bin delays	Refuse	2
South Normanton	Missed recycling side waste	Refuse	1
Clowne	Delay with replacement bins	Refuse	2
South Normanton	Missed recycling side waste	Refuse	1
Mastin Moor	Smoke nuisance	Refuse	6
Bolsover	Missed bulky collection	Refuse	1

Frontline Resolution (via Contact Centre) (Stage 1) – 01/10/21-31/03/22

AREA	SUMMARY OF COMPLAINT	DEPARTMENT	NO. WORK DAYS
Bolsover	Missed burgundy bin	Refuse	1
Clowne	Wait time for replacement bin	Refuse	1
Creswell	Wait time for replacement bin	Refuse	1
Bolsover	Item not taken on bulk collection	Refuse	1
Shirebrook	Assisted gardening request	Grounds maintenance	1
Shirebrook	missed green bin collection	Refuse	1
New Houghton	Tree cutting	Grounds maintenance	2
Clowne	missed burgundy bin collections	Refuse	1

Appendix 6

Formal Direct Complaints 1/10/21 - 31/3/22

Date Received	Summary	Department
12/10/21	Complaining about neighbours	Community Safety Revenues & Benefits
15/02/22	Resident complaining about street light that is not working outside their property (via Enquiries inbox)	Contact Centre

MP Enquiries 1/10/21 - 31/3/22

Date Received	Summary	Department
11/10/21	Wants a larger or a clinical bin	Streetscene Services
14/10/21	Wants to know if application has been updated	Housing
22/10/21	Delay in delivery of bin	Streetscene Services
25/10/21	Request for a CAN Ranger to attend	Community Safety
02/11/21	Waste accumulations at nearby businesses and properties	Environmental Health
03/11/21	Benefit/ housing rent account query	Housing Revenues & Benefits
03/11/21	Slugs in property	Housing Repairs
03/11/21	Private property disrepair	Environmental Health Housing
03/11/21	Overgrown trees	Planning Housing
05/11/21	Wants a Council bungalow	Housing
03/11/21	Who owns Hornscroft Park	Streetscene Services
15/11/21	Experiencing ASB and wants to move (HA presently)	Housing Community Safety
15/11/21	Wants more frequent collections of dog waste	Streetscene Services
15/11/21	Wants council housing	Housing
19/11/21	Unhappy with development	Planning
02/12/21	Overgrown hedge on New Station Road	Streetscene Services
01/12/21	Overgrown trees	Planning Housing
	Want update on HA	Housing
15/12/21	Issues with new community arial installation at The Paddock, Bolsover	Housing Repairs & Property Services Housing (Operational Repairs)
22/12/21	Smell of sewage throughout property	Property Services
22/12/21	Wants an extra black bin	Streetscene Services
14/01/22	Concerns raised with the cutting down of trees near Creswell Model Village - Colliery Road.	Planning -Development Management
13/01/22	Development not as per planning application	Planning
20/01/22	Number of disabled parking spaces	Property Services
21/01/22	Enquiry to lease or buy land	Property Services
12/01/22	Still experiencing water under floorboards, wants to move	Housing Housing Repairs
03/02/22	Enquiry and request for permission to arrange for a lime tree to be pruned at own expense. Tree situated outside property.	Planning Housing
07/02/22	Resident raising concerns with regards the towering trees outside the flats. Resident states that some works to trim down some of the trees had begun but stopped before the main trees of concern were trimmed. Concerned due to recent high winds.	Housing Planning
09/02/22	Unhappy with actions of bailiffs	Revenues & Benefits
18/02/22	Want update on HA	Housing
28/02/22	Wants CCTV in Bolsover	Community Safety Property Services
02/03/22	Wants clarification of CT charge	Revenues & Benefits
02/03/22	Back door lock doesn't work (regen work)	Property Services
09/03/22	Wants council housing	Housing
15/03/22	Resident complaining about smashed glass around Bolsover Town Centre	Streetscene Services

MP Enquiries 1/10/21 - 31/3/22

Date Received	Summary	Department
15/03/22	Resident contacted MP regarding business rates issue - Business rates ref: 800224918. Ms James is a trustee of a registered charity in Clowne and contacted MP about issues with not being able to pay the rates. The solicitor for Ms James has advised that she should not have been paying business rates from 2019, as they are a non-profit organisation. MP requested that this be looked into.	Revenues
07/03/22	Enquiry and request for permission to arrange for a lime tree to be pruned at own expense. Tree situated outside property.	Planning Housing
17/03/22	Wants housing for stepson	Housing
24/03/22	Housing Application	Housing
24/03/22	Broken glass and litter on the Model Village	Streetscene Services
24/03/22	Enquiry about CT liability	Revenues & Benefits
25/03/22	Housing enquiry	Housing
25/03/22	Not happy that SNPC are buying property without consultation	Finance
29/03/22	Unhappy with way treated re. rent arrears	Housing
31/03/22	Wants pedestrian right of way through the Arc	Property Services Leisure

Appendix 8

Complex Formal Complaints 01/10/21 - 31/03/22

Date Received	Summary	Department
01/10/21	Customer is on the housing register and has bid on property and come 2nd. The person at number 1 didn't want the property but wasn't offered the property	Housing
05/10/21	Unhappy with nearby development	Planning
05/10/21	Not received a response from Housing	Housing
05/10/21	Hedge been taken out	Housing Housing Repairs Streetscene Services
07/10/21	Missed bin collection wants a reduction in CT	Streetscene Services Revenues & Benefits
12/10/21	Querying CT recovery/ Court process	Revenues & Benefits
14/10/21	Unhappy with timescale for bin deliveries	Streetscene Services Contact Centres
20/10/21	Reporting a nearby business for possible breach of planning and food hygiene regulations	Planning Environemntal Health
21/10/21	Unhappy with additional charges being added to CT bill	Revenues & Benefits
25/10/21	Unhappy with parking infringements	Community Safety Housing Repairs
26/10/21	Unhappy with information given at Council meeting	Governance
01/11/21	Unhappy with timescale for bin deliveries	Streetscene Services
01/11/21	Unhappy with advice about door	Housing Housing Repairs
01/11/21	Unhappy accident wasn't reported	Leisure
01/11/21	Neighbour's bin keeps getting missed	Streetscene Services Contact Centres
01/11/21	Enquiry about recycling	Streetscene Services
29/10/21	Unhappy with bin collection times	Streetscene Services
12/11/21	Unhappy with recycling collection and CT	Streetscene Services Revenues & Benefits
15/11/21	Unhappy with planning permission to develop in Clowne and incorrect information in Bolsover Vision (FOI element sent to Performance)	Planning Communications
15/11/21	Says smoke from upstairs flat is seeping into his property	Housing Repairs
17/11/21	Says Refuse Operatives have damaged a garden ornament	Streetscene Services
18/11/21	Burgundy bin missed on numerous occasions	Streetscene Services
19/11/21	Unhappy with enforcement action says he had paid for the waste to be removed 3 years ago and it wasn't taken	Streetscene Services Environmental Health Contact Centres

Complex Formal Complaints 01/10/21 - 31/03/22

Date Received	Summary	Department
08/11/21	Complaint about the extraction flue at a neighbouring business and waste accumulations	Environmental Health Planning
23/11/21	Complaint about the service, lack of support and lack of contact from Revenues regarding outstanding C.Tax payments after unforeseen change in circumstances.	Revenues & Benefits
24/11/21	Complaint about bulk collection service booked on 19 November for a 3 seater settee and foot stool. Part of settee not removed on day of collection. Issues also with contacting the department to try and resolve the issue.	Waste Collection & Recycling
25/11/21	Complaint about new development and traffic	Planning (& DCC)
07/12/21	Querying CT recovery/ Court process	Revenues & Benefits
06/12/21	Wants Council property, DV issues	Housing
09/12/21	Council Officers not wearing masks	Leisure
22/12/21	Wants priority housing	Housing
23/12/21	Various issues	Community Safety Environmental Health
20/12/21	Parking issues in S/N	Planning DCC
04/01/22	Where did Council get money to provide staff bonus and why was it not spent on other services?	Finance
05/01/22	Parking at The Arc	Leisure Property Services
10/01/22	Cost of easement	Planning Property Services
10/01/22	Test & trace payment	Revenues & Benefits
10/01/22	Bins not collected	Streetscene Services
17/01/22	Problems with heating	Housing Repairs Housing
21/01/22	Unhappy with planning application	Planning
25/01/22	Untidy garden next door	Housing Community Safety
25/01/22	Unhappy with permissions for driveway	Housing Repairs Planning
25/01/22	Not happy with how dealt with when contacting CC	Contact Centres
28/01/22	Not happy with recharge for house clearance/ waste	Streetscene Services Housing
28/01/22	Housing Register Banding complaint	Housing
01/02/22	Complaint about BDC owned land	Legal Property Services
10/02/22	Complaint about how treated by EH	Environmental Health Performance

Complex Formal Complaints 01/10/21 - 31/03/22

Date Received	Summary	Department
10/02/22	Small denomination change given at CC kiosk	Contact Centres
11/02/22	Complaint about draughts at property - not happy with inspectors advice - requested Cavity Wall Insulation needs inspecting.	Housing Housing Repairs
15/02/22	Complaint about the separated paper recycling, from hessian bag, being tipped into red bin and emptied as one into same section on lorry.	Streetscene Services.
15/02/22	Complaint concerning advice given by 'Mick' for updating garage tenancy and named tenant details and consequence of following advice given by Mick resulting in money owing.	Housing
01/03/22	Complaint concerning neighbours outside light, resident requesting that the light be moved back to above the door.	Housing Housing Repairs
07/03/22	Complaint about bin presentation points	Streetscene Services
10/03/22	Tenancy issues	Housing Housing Repairs
10/03/22	Unhappy with neighbour fastening gate to wall and lighting fires	Housing Housing Repairs Community Safety Environmental Health
15/03/22	Complaint concerning outstanding roof repair work. Reported over two years ago.	Housing Repairs
18/03/22	Various repairs issues	Housing Repairs
21/03/22	Unhappy with handling of a planning application	Planning
22/03/22	Believes the wrong type of cowl has been fitted during regeneration work	Property Services
28/03/22	Burgundy bin collection has been missed 10x	Streetscene Services Contact Centres
28/03/22	Presentation point for bin has been changed	Streetscene Services

Appendix 9

Internal Review Complaints 1/10/21 - 3/3/22

Date Received	Summary	Department
01/11/21	Play park adjacent attracting ASB - not happy BDC allowed it (SPC managed)	Legal Community Safety Planning
03/11/21	Unhappy with partial closure of leisure facility	Leisure
11/11/21	Unhappy with nearby development	Planning
17/11/21	Complaint about housing status and repairs	Housing Housing Repairs
24/11/21	Unhappy with RCV driving down unadopted road	Streetscene Services
07/12/21	FOI Internal Review	Performance
17/12/21	Complaint about new development and traffic	Planning
04/01/22	Unhappy with nearby development	Planning
31/01/22	Still experiencing missed bin collections	Street Scene
07/02/22	DP Internal Review	Performance
28/03/22	EIR Internal Review	Performance
07/03/22	Wants Housing	Housing

Ombudsman Complaints 1/10/21 - 31/3/22

Date Received	Summary	Department
08/10/21	HO complaint regarding ASB and noise nuisance	Housing Community Safety Environmental Health
13/10/21	LGSCO initial enquiries re. Councillor complaint	Legal
19/10/21	LGSCO complaint about a Parish Councillor	Legal
07/01/22	LGSCO initial enquiries: Unhappy with partial closure of leisure facility	Leisure
13/01/22	Son had accident, liability not accepted	Streetscene Services
21/01/22	Says Council did not clear waste he paid clearance for and then took enforcement action against him	Streetscene Services Environmental Health
10/03/22	LGSCO initial enquiries: Not happy that easement will cost £2000	Property Services

Bolsover District Council

Meeting of the Customer Services Scrutiny Committee on 10 October 2022

Annual Letter from the Local Government & Social Care Ombudsman 2021/22

Report of the Portfolio Holder for Corporate Governance

Classification	This report is Public
Report By	Executive Director of Resources – Karen Hanson.
Contact Officer	Lesley Botham, Customer Services Manager, 01246 242230, lesley.botham@bolsover.gov.uk

PURPOSE/SUMMARY OF REPORT

- To provide Scrutiny with information contained within the Annual Letter from the Local Government & Social Care Ombudsman (LGSCO) 2021/22.

REPORT DETAILS

1. Background

- 1.1 The Annual Letter from the Local Government and Social Care Ombudsman (LGSCO) contains an annual summary of statistics on the complaints made against the Council for the financial year ending 31st March 2022. It should be noted that the data provided by the LGSCO may not align with the data this Council holds. This is because their numbers include enquiries from people who have been signposted by the LGSCO back to the Council, but who may then choose not to pursue their complaint.
- 1.2 The Annual Letter 2022 **has** been appended (Appendix 1) and supporting information Excel workbook (Appendix 2) including 'Complaints Received', 'Complaints Decided', and Compliance for your information.

Key points from the information provided, specifically in relation to Bolsover District Council:

- The LGSCO received 10 enquiries and complaints during 2021/22, one of which was subject to a detailed investigation.
- The LGSCO decided 10 complaints, of which 1 case was decided 'a service failure', 7 were closed 'with no further investigation' after initial enquiries and in 2 cases there was no 'Maladministration and injustice'.

Benchmarking information – (CIPFA) Nearest Neighbour

When looking at close neighbouring authorities, the following is noted:

	Detailed investigations	Upheld complaints (average for similar authorities - 51%)	Compliance rate	Satisfactory remedy before complaint reached the Ombudsman
Ashfield District Council	2	0 (0%)	No recommendations were due for compliance in this period	0
Bassetlaw District Council	The Ombudsman carried out no detailed investigations during this period	The Ombudsman carried out no detailed investigations during this period	No recommendations were due for compliance in this period	The Ombudsman did not uphold any detailed investigations during this period
Bolsover District Council	1	1 (100%)	No recommendations were due for compliance in this period	0
Chesterfield District Council	1	1 (100%)	100%	0
Erewash District Council	4	2 (50%)	100%	1
Mansfield District Council	The Ombudsman carried out no detailed investigations during this period	The Ombudsman carried out no detailed investigations during this period	No recommendations were due for compliance in this period	The Ombudsman did not uphold any detailed investigations during this period
NE Derbyshire District Council	3	1 (33%)	100%	0

1.3 By way of background information, the LGSCO upheld 66% of complaints submitted to them in 2021/22 (slightly lower from 67% in 2020//21) with the average being 51% for similar authorities.

1.4 Although this report is regarding complaints directed to the LGSCO, the Council received three complaints via the Housing Ombudsman (HO) for the same period, one of which was decided during that period. In that case the decision was that there was 'no maladministration'

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 and receive the report and the Annual Letter from the Local Government & Social Care Ombudsman 2021/22.

4 Alternative Options and Reasons for Rejection

4.1 None.

RECOMMENDATION(S)

1. That Scrutiny receive and note the report and the Annual Letter from the Local Government & Social Care Ombudsman 2021/22.

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 and Social Care Ombudsman if complaints are not handled appropriately. In cases of maladministration, financial penalties can be imposed by the 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 Social Care 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: There are no staffing implications contained within this report.

On behalf of the Head of Paid Service

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: Revenue - £75,000 <input type="checkbox"/> Capital - £150,000 <input type="checkbox"/> <input checked="" type="checkbox"/> <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	All wards
Consultation: Leader / Deputy Leader <input type="checkbox"/> Executive <input type="checkbox"/> SLT <input type="checkbox"/> Relevant Service Manager <input checked="" type="checkbox"/> Members <input type="checkbox"/> Public <input type="checkbox"/> Other <input type="checkbox"/>	Yes Details:

Links to Council Ambition: Customers, Economy and Environment.
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

DOCUMENT INFORMATION	
Appendix No	Title
1.	Annual Letter from the Local Government & Social Care Ombudsman 2021/22.
2	Summary of complaints received by the Local Government & Social Care Ombudsman 2021/22.

Background Papers
<i>(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 Executive you must provide copies of the background papers).</i>
None.

Appendix 1

Local Government & Social Care

OMBUDSMAN

20 July 2022

By email

Ms Hanson
Head of Paid Service
Bolsover District Council

Dear Ms Hanson

Annual Review letter 2022

I write to you with your annual summary of complaint statistics from the Local Government and Social Care Ombudsman for the year ending 31 March 2022. The information offers valuable insight about your organisation's approach to complaints. As such, I have sought to share this letter with the Leader of your Council and Chair of the appropriate Scrutiny Committee, to encourage effective ownership and oversight of complaint outcomes, which offer such valuable opportunities to learn and improve.

Complaint statistics

Our statistics focus on three key areas that help to assess your organisation's commitment to putting things right when they go wrong:

Complaints upheld - We uphold complaints when we find fault in an organisation's actions, including where the organisation accepted fault before we investigated. We include the total number of investigations completed to provide important context for the statistic.

Compliance with recommendations - We recommend ways for organisations to put things right when faults have caused injustice and monitor their compliance with our recommendations. Failure to comply is rare and a compliance rate below 100% is a cause for concern.

Satisfactory remedy provided by the authority - In these cases, the organisation upheld the complaint and we agreed with how it offered to put things right. We encourage the early resolution of complaints and credit organisations that accept fault and find appropriate ways to put things right.

Finally, we compare the three key annual statistics for your organisation with similar authorities to provide an average marker of performance. We do this for County Councils, District Councils, Metropolitan Boroughs, Unitary Councils, and London Boroughs.

Your annual data, and a copy of this letter, will be uploaded to our interactive map, [Your council's performance](#), on 27 July 2022. This useful tool places all our data and information about councils in one place. You can find the detail of the decisions we have made about your

Council, read the public reports we have issued, and view the service improvements your Council has agreed to make as a result of our investigations, as well as previous annual review letters.

Supporting complaint and service improvement

I know your organisation, like ours, will have been through a period of adaptation as the restrictions imposed by the pandemic lifted. While some pre-pandemic practices returned, many new ways of working are here to stay. It is my continued view that complaint functions have been under-resourced in recent years, a trend only exacerbated by the challenges of the pandemic. Through the lens of this recent upheaval and adjustment, I urge you to consider how your organisation prioritises complaints, particularly in terms of capacity and visibility. Properly resourced complaint functions that are well-connected and valued by service areas, management teams and elected members are capable of providing valuable insight about an organisation's performance, detecting early warning signs of problems and offering opportunities to improve service delivery.

I want to support your organisation to harness the value of complaints and we continue to develop our programme of support. Significantly, we are working in partnership with the Housing Ombudsman Service to develop a joint complaint handling code. We are aiming to consolidate our approaches and therefore simplify guidance to enable organisations to provide an effective, quality response to each and every complaint. We will keep you informed as this work develops, and expect that, once launched, we will assess your compliance with the code during our investigations and report your performance via this letter.

An already established tool we have for supporting improvements in local complaint handling is our successful training programme. We adapted our courses during the Covid-19 pandemic to an online format and successfully delivered 122 online workshops during the year, reaching more than 1,600 people. To find out more visit www.lgo.org.uk/training.

We were pleased to deliver an online complaint handling course to your staff during the year. I welcome your Council's investment in good complaint handling training and trust the course was useful to you.

Yours sincerely,

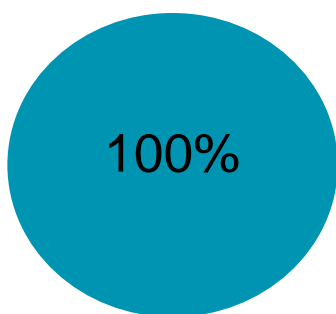
A handwritten signature in black ink, appearing to read 'M King', with a stylized flourish at the end.

Michael King
Local Government and Social Care Ombudsman
Chair, Commission for Local Administration in England

Complaints upheld

The Ombudsman carried out no detailed investigations during this period

Compliance with Ombudsman recommendations



In **100%** of cases we were satisfied the organisation had successfully implemented our recommendations.

Statistics are based on a total of **1** compliance outcome for the period between 1 April 2021 to 31 March 2022

This compares to an average of **100%** in similar organisations.

- Failure to comply with our recommendations is rare. An organisation with a compliance rate below 100% should scrutinise those complaints where it failed to comply and identify any learning.

Satisfactory remedy provided by the organisation

The Ombudsman did not uphold any detailed investigations during this period

Appendix 2

Reference	Authority	Category	Received
21001285	Bolsover District Council	Planning & Development	28/04/2021
21003765	Bolsover District Council	Housing	18/06/2021
21005071	Bolsover District Council	Corporate & Other Services	09/07/2021
21007501	Bolsover District Council	Corporate & Other Services	19/08/2021
21008008	Bolsover District Council	Corporate & Other Services	02/09/2021
21012999	Bolsover District Council	Corporate & Other Services	30/11/2021
21013542	Bolsover District Council	Highways & Transport	08/12/2021
21013904	Bolsover District Council	Environmental Services & Public Protection & Regulation	16/12/2021
21016876	Bolsover District Council	Planning & Development	15/02/2022
21018794	Bolsover District Council	Corporate & Other Services	24/03/2022

Reference	Authority	Category	Decided	Decision	Decision Reason	Remedy	Service improvement recommendations
21001285	Bolsover District Council	Planning & Development	11/06/2021	Closed after initial enquiries	Not warranted by alleged injustice		
21003765	Bolsover District Council	Housing	18/06/2021	Referred back for local resolution	Premature Decision - advice given		
21005071	Bolsover District Council	Corporate & Other Services	12/07/2021	Advice given	Previously considered and decided		
21007501	Bolsover District Council	Corporate & Other Services	19/10/2021	Closed after initial enquiries	Not warranted by alleged mal/service failure		
21008008	Bolsover District Council	Corporate & Other Services	19/10/2021	Closed after initial enquiries	Not warranted by alleged mal/service failure		
21012999	Bolsover District Council	Corporate & Other Services	13/01/2022	Closed after initial enquiries	Not warranted by alleged injustice		
21013542	Bolsover District Council	Highways & Transport	14/01/2022	Closed after initial enquiries	26(6)(c) Court remedy		
21013904	Bolsover District Council	Environmental Services & Public Protection & Regulation	21/01/2022	Closed after initial enquiries	26B(2) not made in 12 months		
21016876	Bolsover District Council	Planning & Development	11/03/2022	Closed after initial enquiries	Not warranted by alleged mal/service failure		

Reference	Authority	Category	Decided	Remedy	Remedy Target Date	Remedy Achieved Date	Satisfaction with Compliance
19014229	Bolsover District Council	Housing	05-Jan-21	Apology Financial redress: Avoidable distress/time and trouble Financial Redress: Quantifiable Loss Improved BinJ remedy Provide services Procedure or policy change/review	06-Apr-21	30-Apr-21	Remedy completed late

Bolsover District Council

Meeting of Customer Services Scrutiny Committee on 10 October 2022

Scrutiny Committee Work Programme 2022/23

Report of the Scrutiny & Elections Officer

Classification	This report is Public
Report By	Joanne Wilson, Scrutiny & Elections Officer, 01246 242385, joanne.wilson@bolsover.gov.uk
Contact Officer	Joanne Wilson, Scrutiny & Elections Officer, 01246 242385, joanne.wilson@bolsover.gov.uk

PURPOSE/SUMMARY OF REPORT

- To provide members of the Scrutiny Committee with an overview of the meeting programme of the Committee for 2022/23.

REPORT DETAILS

1. Background

- 1.1 The main purpose of the report is to inform members of the meeting programme for the year 2022/23 and planned agenda items (Appendix 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 2022/23 and the proposed agenda items for approval/amendment.

3. Reasons for Recommendation

- 3.1 This report sets the formal Committee Work Programme for 2022/23 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.

RECOMMENDATION(S)

- 1. That Members review this report and the Programme attached at Appendix 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

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: Revenue - £75,000 <input type="checkbox"/> Capital - £150,000 <input type="checkbox"/> <input checked="" type="checkbox"/> <i>Please indicate which threshold applies</i>	No
Is the decision subject to Call-In? <i>(Only Key Decisions are subject to Call-In)</i>	No
District Wards Significantly Affected	N/A
Consultation: Leader / Deputy Leader <input type="checkbox"/> Executive <input type="checkbox"/> SLT <input type="checkbox"/> Relevant Service Manager <input type="checkbox"/> Members <input type="checkbox"/> Public <input type="checkbox"/> Other <input type="checkbox"/>	Yes Details: Committee Members

Links to Council Ambition: Customers, Economy and Environment.

All

DOCUMENT INFORMATION	
Appendix No	Title
1.	CSSC Work Programme 2022/23

Background Papers
<i>(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 Executive you must provide copies of the background papers).</i>
Previous versions of the Committee Work Programme.

Rpttemplate/BDC/040222

Customer Services Scrutiny Committee

Work Programme 2022/23

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
23 May 2022	Part A – Formal	• Agreement of Work Programme 2022/23	Scrutiny & Elections Officer
		• Transformation Programme Review	Assistant Director of Development & Planning
	Part B – Informal	• Review work	Scrutiny & Elections Officer
18 July 2022	Part A – Formal	• Operational Update on Waste Collection Services	Assistant Director of Streetscene
		• Consultation on Derbyshire Homelessness & Rough Sleeping Strategy 2022-2027	Assistant Director of Housing Management & Enforcement
		• Operational Update on Customer Services	Assistant Director of Housing Management & Enforcement/ Customer Services Manager
		• Review of Council-owned Adapted Accommodation: Executive Response	Scrutiny & Elections Officer
		• Work Programme 2022/23	Scrutiny & Elections Officer
	Part B – Informal	• Review work	Scrutiny & Elections Officer

Date of Meeting	Items for Agenda		Lead Officer
10 October 2022	Part A – Formal	• Customer Service Standards and Compliments, Comments and Complaints 2021/22 – 1 st October 2021 to 31 st March 2022 and Annual Report 2021/22	Customer Standards and Complaints Officer
		• LG&SCO and Housing Ombudsman Annual Report 2021/22	Customer Standards and Complaints Officer
		• Work Programme 2022/23	Scrutiny & Elections Officer
	Part B – Informal	• Review work	Scrutiny & Elections Officer
12 December 2022	Part A – Formal	• <i>Rent Arrears Policy - TBC</i>	<i>Assistant Director of Housing Management & Enforcement</i>
		• <i>Mobility Scooter Policy - TBC</i>	<i>Assistant Director of Housing Management & Enforcement</i>
		• Review of Council-owned Adapted Accommodation: Interim Monitoring Report	Scrutiny & Elections Officer
		• Work Programme 2022/23	Scrutiny & Elections Officer
	Part B – Informal	• Review work	Scrutiny & Elections Officer
13 February 2023	Part A – Formal	• Customer Service Standards and Compliments, Comments and Complaints Report 2022/23 – 1 st April 2022 to 30 th September 2022	Customer Standards and Complaints Officer
		• Work Programme 2022/23	Scrutiny & Elections Officer
	Part B – Informal	• Review work	Scrutiny & Elections Officer

Date of Meeting	Items for Agenda		Lead Officer
20 March 2023	Part A – Formal	<ul style="list-style-type: none"> Housing Strategy – Monitoring Update 	Assistant Director Economic Development, Regeneration and Housing Delivery; Assistant Director of Property & Housing Repairs; Assistant Director of Housing Management & Enforcement
		<ul style="list-style-type: none"> Work Programme 2022/23 	Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"> Review work 	Scrutiny & Elections Officer