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To: Chair & Members of the Customer  
Services Scrutiny Committee

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Thursday, 2<sup>nd</sup> February 2023

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, 13th February, 2023 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.

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**CUSTOMER SERVICES SCRUTINY COMMITTEE  
AGENDA**

***Monday, 13<sup>th</sup> February 2023 at 10:00 hours taking place in the Council Chamber,  
The Arc, Clowne***

<b>Item No.</b>		<b>Page No.(s)</b>
	<b><u>PART A - FORMAL</u></b>	
<b>1.</b>	<b>Apologies for Absence</b>	
<b>2.</b>	<b>Urgent Items</b>  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.	
<b>3.</b>	<b>Declarations of Interest</b>  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.	
<b>4.</b>	<b>Minutes</b>  To consider the minutes of the last meeting held on the 12 <sup>th</sup> December 2022.	<b>5 - 14</b>
<b>5.</b>	<b>List of Key Decisions and Items to be Considered in Private</b>  <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>	<b>15</b>
<b>6.</b>	<b>Customer Service Standards and Compliments, Comments and Complaints Report 2022/23 - 1st October 2022 to 31st December 2022</b>	<b>16 - 41</b>
<b>7.</b>	<b>Customer Services Scrutiny Work Programme 2022/23</b>	<b>42 - 48</b>

## **PART B - INFORMAL**

### **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 12<sup>th</sup> December 2022 at 10:00 hours.

### **PRESENT:**

Members:

Councillor Rose Bowler in the Chair

Councillors Allan Bailey, Patricia Clough, David Dixon, Ray Heffer, Andrew Joesbury, and Rita Turner (from during Minute CS33-22/23).

Officers: Victoria Dawson (Assistant Director Housing Management & Enforcement), Lesley Botham (Customer Services Manager), and Joanne Wilson (Scrutiny & Elections Officer).

### **CS28-22/23                      APOLOGIES FOR ABSENCE**

There were no apologies for absence.

### **CS29-22/23                      URGENT ITEMS OF BUSINESS**

There were no urgent items of business.

### **CS30-22/23                      DECLARATIONS OF INTEREST**

There were no declarations of interest made.

### **CS31-22/23                      MINUTES OF MEETING HELD ON 10<sup>TH</sup> OCTOBER 2022**

Moved by Councillor Ray Heffer and seconded by Councillor Andrew Joesbury  
**RESOLVED** that the Minutes of a Customer Services Scrutiny Committee held on 10<sup>th</sup> October 2022 be approved as a correct record.

### **CS32-22/23                      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.

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.

## CUSTOMER SERVICES SCRUTINY COMMITTEE

**CS33-22/23**

### **CUSTOMER SERVICE STANDARDS AND COMPLIMENTS, COMMENTS AND COMPLAINTS 2022/23 - 1ST APRIL 2022 TO 31ST SEPTEMBER 2022**

The Assistant Director of Housing Management & Enforcement and the Customer Services Manager provided Members with an overview of the Council's performance for Q1 & Q2 2022/23, in relation to the Council's customer standards and complaints.

The report presented followed the usual format but it was noted that following the change in delivery for customer standards and complaints that the reports would now be available on a more frequent, quarterly basis. Furthermore, following feedback from Members at the last meeting, data for the compliments and stage 1 complaints was now presented in more of a summary format which would hopefully make the data more accessible to Members and officers.

Officers noted the headline detail in the cover report and then presented each of the appendices in turn.

#### Customer Service Standards (Appendix 1)

Most service areas except for Contact Centres had met the required standards in relation to telephone calls, with Contact Centres just 1% below target. Live Chat data had now also been added to the report as previously discussed with Members. A summary of performance for MP Enquiries had also been added and it was noted that the volume of enquiries was up by 50%. To try alleviate pressure in dealing with this, officers were identifying those enquires that could have come as a customer service request and were raising them via contact centre rather than an MP enquiry.

#### Corporate Telephone Standards (Appendix 2)

The data presented reflected both internal and direct dial external calls received by the service areas. The performance for Q1 and Q2 was slightly below standard. The table also included data on abandoned calls – a new feature of the report. The target for this indicator had initially been set at 5% but all service areas were currently exceeding this, so it was noted that this would be reviewed again at Q3 with the target potentially revised to more accurately reflect call management by service areas.

#### Compliments, Comments and Complaints

Officers went through the summary of performance and then referred to the appendices in more detail.

#### Compliments (Appendix 3A)

This data was now being presented in a summarised format. In total 78 written compliments were received during Q1 (40) and Q2 (38), with a number of the compliments relating to more than one service area.

#### Comments (Appendix 3B)

This data was now being presented in a summarised format. A total of 10 had been received by the end of Q2 with a number of the compliments relating to more than one service area. In total this was Q1 (7) and Q2 (3). 100% (all 10) had been acknowledged and passed to the respective department within the target time of 3 working days, for consideration when reviewing their service.

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### Informal Complaints (Frontline resolution stage 1) (Appendix 3C)

The data showed the number of Frontline Resolution complaints received by the Contact Centre service, in total 159 complaints had been recorded on the Customer Information System for the period (Q1 70 and Q2 89). 91% of which had been responded to within the customer service standard of 3 working days.

The service area with the highest number of complaints was refuse. The new method of analysing and presenting the data had enabled officers to more easily identify hotspot areas where targeted improvement work and monitoring could take place.

### Formal Investigation (stage two) (Appendix 3D) and MP Enquires (Appendix 3E)

The appendices detailed the number of Formal Investigation complaints and MP enquiries received by department. 38 formal complaints (Q1 24 and Q2 14) were received – the officer noted that this had been reported inaccurately in the report and the figures had been transposed in error. Furthermore, each of the 3 blank cells for August should read as '1' in each of the rows.

There had also been 112 MP enquiries (Q1 38 and Q2 74) during this period. 83% of formal complaints and 91% of MP enquiries were responded to within the customer service standard of 15 working days. Officers hoped to gain further clarity from the MP's office as to the reasons for the significant increase and to try and assist them to send enquires via the appropriate channel and to the correct authority. It was noted there had been instances where enquires had been submitted for issues out of the Council's control.

### Internal Review (stage three) (Appendix 3F)

Appendix 3 (F) showed the number of stage three complaints received for the period by department. These had been complainants who had already made a stage two complaint and still felt dissatisfied. During this period, 19 stage three complaints had been received (Q1 13 and Q2 6), all of which had been responded to within the standard of 20 working days.

### Ombudsman (Appendix 3G)

The table showed the status of Ombudsman complaints received for Q1/Q2 as at 30<sup>th</sup> September 2022. During this period only 1 case had been received, with no fault found.

Following presentation by officers, Committee discussed the report and raised the following issues:

A Member noted that in the report it was stated that a complaint over drainage was sent through to Leisure services and queried if this was the correct service for referral.

Officers stated that this was possibly an error in the report and would check and report back.

With regard to waste collection, a Member noted that in their Ward a number of residents were not putting their bins out by the required time so collection was being missed.

A number of Members noted that they were aware of contamination and that affected bins were usually highlighted with a sticker. They questioned whether

## CUSTOMER SERVICES SCRUTINY COMMITTEE

the changes to the eligible items for the Red Bin had confused residents and requested if clarification could be sought from the Assistant Director Streetscene about how they could get information to share with residents.

The Customer Services Manager noted that the Education Officer had spent time at The Arc recently doing face-to-face campaigning with residents to raise awareness of the rules. The officer agreed to enquire if this service could be rolled out across all Contact Centres and possibly within village halls to further raise awareness.

A Member noted that contamination rates had been discussed previously at a Council meeting and the rates had been as high as 50% in some cases. The officer noted that currently there was a system in place whereby in instances of continued contamination the Red Bin was removed completely.

A Member noted that a number of residents moving in to the new estates within Bolsover were from out of the area and likely unfamiliar with the local recycling policy and the rules for each bin.

A Member queried if there could be an inspector type role that would work alongside refuse collections to speak to households directly where issues were found. Furthermore, they queried whether the Council was clear on its current policy and if households that did not comply could be fined.

In response it was confirmed that there was a local policy in place and it had been found that repeat messaging and awareness raising was the most effective approach. The officer confirmed that the question regarding fines would be raised with the relevant Assistant Director.

Moved by Councillor Ray Heffer and seconded by Councillor Andrew Joesbury  
**RESOLVED** that the overall performance on Customer Service Standards and Compliments, Comments and Complaints be noted.

(Assistant Director of Housing Management & Enforcement/  
Customer Services Manager)

*\*\*Post meeting clarification from Assistant Director of Streetscene*

*Current contamination rates average 15%, not 50% as stated in the meeting. This was considered good in comparison to more urban dense areas such as neighbouring cities operating around 40-50% contamination.*

*A further note on the issues raised would be circulated to Members as requested.*

### CS34-22/23 RENT ARREARS POLICY

Scrutiny's consideration was sought in relation to the updated Rent Arrears Policy before its submission to Executive for approval.



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Due to staffing restructures and changes to internal processes it was necessary to update the Policy to reflect current practice. The service now had a number of Income Management Assistants that would deal with arrears cases from beginning to end, rather than the tenant dealing with multiple officers. It was felt this provided a more consistent approach for the tenant and ensured the service gave more personalised support based on the tenant's situation.

It was also noted that the Policy now had a new section for recovery of former tenancy arrears which would be managed by the patch based Income Management Assistants. The Policy also had details as to the recovery process for garages, garage plots and parking bay arrears which would be managed by the Housing Assistants Tenancy.

The Council had also recently procured a rent income analytics software, which was compatible with the Housing Case Management System to aid in rent recovery.

Moved by Councillor Andrew Joesbury and seconded by Councillor Rose Bowler  
**RESOLVED** that Members were satisfied with the updated Rent Arrears Policy.

(Assistant Director of Housing Management & Enforcement)

### CS35-22/23                      MOBILITY SCOOTER POLICY

Scrutiny's consideration was sought in relation to a draft Mobility Scooter Policy before its submission to tenants and leaseholders for consultation.

The Assistant Director of Housing Management & Enforcement presented the background to the draft policy and also the draft Communal Area Management Policy together as both policies interlinked.

It was noted that the Council currently had 4,986 properties (at November 2022). Within this stock, the Council had a number of older persons' housing schemes with communal areas. These were Orchard Close, Hides Green, Pattison Street, The Paddocks and Sandhills Lane. This comprised of 177 properties in 58 blocks. In addition, the Council had a number of general needs accommodation with communal areas, this comprised 136 properties in 34 blocks.

As noted in the report, in 2021 a number of inspections and fire risk assessments of these schemes had been undertaken. This revealed that many communal areas were being used to store and charge mobility scooters. This was identified as an unacceptable health and safety risk where fire escape routes were being blocked. On some occasions scooters had been seen outside of a property being charged, but with an extension lead through the window of the residential accommodation, which was also a recognised fire risk.

The report outlined the consultation that had taken place with tenants on changes to the Tenancy Agreement in relation to storage and charging of mobility scooters. A significant piece of work had taken place and would continue to take place to support tenants wishing to obtain permission for a mobility scooter. The Council was working with existing tenants affected on storage and charging solutions and also considering the size of scooter and whether other options needed to be considered. It was

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acknowledged that some scooters were small enough to go through the main doorways of the communal flats but this wasn't possible for all types of scooter. The Council could only control what was stored in communal areas, not those used inside the flats.

Members agreed that the sensible approach would be to take a consistent approach to the storage and charging of the scooters and then generate an appropriate service charge to the tenant – safety of all within the communal blocks was paramount. Members also suggested that the Council could consider incorporating a maintenance element within the service charge, as annual testing of the scooters to ensure they remained fit for purpose was key.

Moved by Councillor Rose Bowler and seconded by Councillor Rita Turner  
**RESOLVED** that Members were satisfied with the draft Mobility Scooter Policy.

(Assistant Director of Housing Management & Enforcement)

### **CS36-22/23                      COMMUNAL AREA MANAGEMENT POLICY**

Scrutiny's consideration was sought in relation to a draft Communal Area Management Policy before its submission to tenants and leaseholders for consultation.

The Assistant Director of Housing Management & Enforcement advised that the Policy presented would cover all General Needs communal properties and those older persons' housing schemes with communal areas. As noted when discussing the Mobility Scooter Policy, the Council had a number of properties with communal areas. The core elements of the Policy mirrored the new clause within the recently revised Tenancy Agreement.

Where any items were found following an inspection of a communal area, the Council would aim to identify the owner where possible. However, should the item found create a significant fire risk, it would be removed immediately and then subsequent enquires made to find the owner.

It was also planned to improve the quality of the communal areas through carpeting, sunken doormats, refreshed paintwork, window cleaning and monthly cleaning of the whole area. This would generate a service charge to the tenants but would be something that they could claim for, so shouldn't incur a cost to those who were in receipt of eligible benefits. It was noted that the charges could not be introduced until April 2024 at the earliest due to the consultation and further works that needed to take place. Once complete and the Policy was live it would result in a weekly service charge.

A Member questioned who was responsible for implementation as a range of services were listed within the Policy at section 7. The officer advised that while the responsibility predominantly sat with Housing Management, support would be required from the range of services listed in order to complete the initial works and maintain the areas in the long-term. The wording of this section would be checked and rephrased if required.

## CUSTOMER SERVICES SCRUTINY COMMITTEE

Scrutiny Members acknowledged that this was an excellent idea and the work was long overdue to bring the areas up to standard. It was acknowledged that it was vitally important that the Council reduced additional fire risks in light of advice following the Grenfell disaster. Members also welcomed that the anticipated service charge would not come in to force until 2024 given the current cost of living crisis. This would hopefully provide a sufficient buffer allowing for change in the national situation.

Moved by Councillor Ray Heffer and seconded by Councillor Andrew Joesbury  
**RESOLVED** that Members were satisfied with the draft Communal Area Management Policy.

(Assistant Director of Housing Management & Enforcement)

### **CS37-22/23                      REVIEW OF COUNCIL-OWNED ADAPTED ACCOMMODATION – POST SCRUTINY MONITORING (INTERIM MONITORING REPORT)**

The Scrutiny & Elections Officer advised Members on progress to date on the recommendations from their recent review. Of the nine recommendations five were now delivered, two were on track and two were extended but likely to complete within the original twelve month monitoring period.

Key achievements included completion of the revised Adaptations Policy (Council Owned Properties) 2022-2025 which had been adopted by Executive. As a consequence the following documents had also been revised and approved:

- Welfare Adaptations Procedure
- Stock Categorisation Procedure

Outstanding stock identified as requiring 'categorisation' had now also been dealt with. In addition, the new Open Housing software system had been adapted to enable officers to apply the correct categorisation to stock, enabling more effective management.

Completion of the Mobility Scooter Policy had been slightly delayed, but following presentation at this meeting it would now go out to consultation with tenants and leaseholders of Independent Living Schemes. The mapping of housing stock data in the Council's GIS system was still in development, however, it would be completed within the original twelve month monitoring period.

Moved by Councillor Ray Heffer and seconded by Councillor Rose Bowler  
**RESOLVED** that (1) the progress against the review recommendations be noted,

(2) the exceptions to delivery and additional action required by the service be acknowledged,

(3) the report and findings be made public, in accordance with Part 4.5.17(4) of the Constitution,

## **CUSTOMER SERVICES SCRUTINY COMMITTEE**

(4) officers continue to implement the recommendations and submit a final report in six months' time highlighting any exceptions to delivery.

(Scrutiny & Elections Officer)

### **CS38-22/23**

### **LOCAL LETTINGS POLICY - NEW BUILDS**

Scrutiny's consideration was sought in relation to a draft Local Lettings Policy for new build properties before its submission to Executive for approval.

The Assistant Director of Housing Management & Enforcement presented a proposed Local Lettings Policy – New Build, which would apply to new Council housing added via the Bolsover Homes scheme.

The Council's Allocations Policy provided the overall framework for lettings of Council properties. Local lettings policies allowed the Council to respond to local needs and have a localised approach to the management of specific property types. The officer advised that Local Lettings policies may give preference for offers of accommodation to defined groups of customers, for example, on the basis of their age, employment status or local connection to an area.

The Local Lettings Policy – New Build Properties (Appendix 1), detailed the method of allocating the new build properties to those who lived in or had a strong connection to the ward where the new properties were located, in the first instance.

The strong local connection criteria would include:

- Living within the ward where the new build homes were located (for the past 3 years);
- In paid work in the ward – (for the past 3 years);
- Having a close family member (parents, grandparents or children) living in the ward – (for the past 3 years);
- Being able to demonstrate a strong local connection having lived in the area for five years, for example, lived in the area as a child and then moved away.

It was also confirmed that if there were no applicants in the categories above, the properties would be allocated in accordance with the Council Allocations Policy, in order of priority banding and waiting time.

It was intended that the Local Lettings Policy would apply to any new build property built or acquired by the Council and any other new build schemes in the District owned/managed by the Council. However, where there was a property with adaptations, this would be excluded and allocations would be through the Housing Allocation and Review Panel (HARP) as set out in the Allocation Policy.

As part of the review of the Policy, Members raised the following questions:

A Member noted that the wording of section 4.4 implied that the Council would only let to those in employment and queried if this was the case?

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In response, the officer noted that this had been queried by another Member and would be reworded accordingly. It was noted that the Policy should emphasise that by being employed within the Ward in question, this could give a local connection to the area. This was just one possible criteria a prospective tenant could rely on. There was no criteria which would require a prospective Council tenant to be in employment.

A Member queried how the policy would work alongside the existing allocation process of points/banding?

In response, the officer confirmed that the Policy would only apply to new build Council housing which had been designed to meet a known housing need within specific wards. The aim would be to ensure allocation to people from the locality in the first instance to ensure the housing need was met. Once this phase had taken place, any unallocated new stock would be available to those on the waiting list and subject to the Council's Allocation Policy.

A Member queried whether the Policy would also apply to properties purchased from new estates via s.106?

In response, officers noted that it would apply to those properties as the Council were adding stock via that process where there was an identified need in the area.

A Member noted that within the Bolsover area, there were only new builds coming forward in the Bolsover North & Shuttlewood, and Bolsover East Wards, as Bolsover South had no further capacity for new housing. They sought clarification on whether those resident in Bolsover South be able to apply and move to either of the other two Wards via this Policy?

In response, the officer confirmed that those residents would be able to apply.

A Member queried whether the Policy would apply to properties that the Council were buying to renovate (i.e. empty properties) or houses that the Council were buying to add in to existing stock?

The officer confirmed that it would also apply to those properties.

Moved by Councillor Ray Heffer and seconded by Councillor David Dixon

**RESOLVED** that Members were satisfied with the draft Local Lettings Policy – New Builds.

(Assistant Director of Housing Management & Enforcement)

### CS39-22/23

### WORK PROGRAMME 2022/23

Committee considered their proposed work programme for 2022/23, and noted remaining items for the rest of the programme up to the end of March.

Moved by Councillor Ray Heffer and seconded by Councillor Rose Bowler

## **CUSTOMER SERVICES SCRUTINY COMMITTEE**

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

(Scrutiny & Elections Officer)

The formal part of the meeting concluded at 11:15 hours and Members then met as a working party to continue their review work. The working party concluded at 12:30 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**

### **Meeting of the Customer Services Scrutiny Committee on 13<sup>th</sup> February 2023**

### **Customer Service Standards and Compliments, Comments and Complaints** **Report 2022/23 1st October 2022 to 31st December 2022**

### **Report of the Portfolio Holder for Leisure & Tourism**

<b>Classification</b>	This report is Public
<b>Report By</b>	Victoria Dawson Assistant Director of Housing Management, Enforcement and Customer Services Telephone: 01246 242231 Email: <a href="mailto:Victoria.dawson@bolsover.gov.uk">Victoria.dawson@bolsover.gov.uk</a>
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### **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 1<sup>st</sup> October 2022 to 31<sup>st</sup> December 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 and 2 provides a breakdown of the key customer service standards by quarterly period, together with the target and the cumulative performance for each standard.

##### **2.1.1 Revenues & Benefits (Appendix 1)**

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

Revenues ‘direct dial’ achieved 82% for quarter 3.

Cumulatively performance is 80% over 2022/23, which exceeds the target of 65%.

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

Benefits ‘direct dial’ achieved 94% for quarter 3.

Cumulatively performance is 92% over 2022/23, which exceeds the target of 78%.

##### **2.1.2 Contact Centres (Appendix 1)**

#### **Telephones**

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

Contact Centres achieved 69% for quarter 3.

Cumulatively performance is 72% over 2022/23 which is below the target of 75%.

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

#### **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, 1<sup>st</sup> October 2022 to 31<sup>st</sup> December 2022:

- 6,659 email enquiries (in Q3) from the public were received through [enquiries@bolsover.gov.uk](mailto:enquiries@bolsover.gov.uk)
- All were acknowledged within one working day
- 99% were replied to in full within 8 working days cumulatively for Q3.

There were more e-mails (21,941) compared to the same period (17,964) in 2021/22 and this remains a popular method of contact.

### Live Chat

#### **Target - 75% of incoming Live Chats to be answered within 20 seconds**

Contact Centres achieved 96% for quarter 3.

Cumulatively performance is 92% over 2022/23 which is above the target of 75%.

### 2.1.3 Corporate Telephone Standard (Appendix 2)

#### **Target - 93% to be answered within 20 seconds**

Appendix 2 shows the performance between 1<sup>st</sup> October 2022 and 31<sup>st</sup> December 2022 by quarterly period.

The report identifies Quarter 3 95% of incoming calls are being answered corporately within 20 seconds cumulatively.

The majority of departments achieved and exceeded the corporate target of 93%, with the exception of the following departments Revenues and Benefits, Joint ICT, Procurement, Street scene, Housing/Community Safety and Housing Repairs.

Cumulatively performance is 92% for 2022/23 which is just below target of 93%.

#### **Target – 5% Unanswered Calls (Abandoned)**

Appendix 2 shows the performance between 1<sup>st</sup> October 2022 and 31<sup>st</sup> December 2022 by quarterly period. The report identifies Quarter 3 12% of incoming calls are not being answered.

The majority of departments are not achieving the target of 5% with the exception of Planning, Revenues and Benefits and Finance who are all meeting target.

Cumulatively performance is 13% for 2022/23 which is above the target of 5%.

## **2.2 Compliments, Comments and Complaints**

### **Compliments**

Appendix 3 (A) shows the number of written compliments received for the period by department. In total **38** written compliments were received during Q3 1<sup>st</sup> October to 31<sup>st</sup> December 2022. Compliments were received from customers who appreciated excellent service.

### **Comments**

Appendix 3 (B) shows the number of written comments received for the period Q3 1<sup>st</sup> October to 31<sup>st</sup> December 2022, **7** Comments were received and 100% 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, in total **63** complaints were recorded on the Customer Information System for the period Q3.

84% 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, **34** formal complaints Q3 1<sup>st</sup> October to 31<sup>st</sup> December 2022 and **62** M.P. enquiries during this same period.

83% Formal complaints and 85% M.P. enquiries were responded to within our customer service standard of 15 working days.

#### **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 **2** stage three complaints were received all of which were responded to within the standard of 20 working days.

### **Ombudsman**

No Ombudsman complaints have been received for Q3.

## **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

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#### **RECOMMENDATION**

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

Approved by Councillor D Downes Portfolio Holder for Leisure & Tourism

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#### **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

**Environment:**

Please identify (if applicable) how this proposal/report will help the Authority meet its carbon neutral target or enhance the environment.

**Details:**

Any complaints linked to environmental issues are dealt with in line with our policies.

**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

<b>Is the decision a Key Decision?</b> 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:  <b>Revenue - £75,000   <input type="checkbox"/>   Capital - £150,000   <input type="checkbox"/></b> <input checked="" type="checkbox"/> <i>Please indicate which threshold applies</i>	No
<b>Is the decision subject to Call-In?</b> <i>(Only Key Decisions are subject to Call-In)</i>	No

<b>District Wards Significantly Affected</b>	All
<b>Consultation:</b> <b>Leader / Deputy Leader   <input type="checkbox"/>   Executive   <input type="checkbox"/></b> <b>SLT   <input type="checkbox"/>   Relevant Service Manager   <input checked="" type="checkbox"/></b> <b>Members   <input type="checkbox"/>   Public   <input type="checkbox"/>   Other   <input type="checkbox"/></b>	Yes  Details:

<b>Links to Council Ambition: Customers, Economy and Environment.</b>
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 1/10/22 – 31/12/22  B. Comments by department 1/10/22 – 31/12/22  C. Frontline resolution complaints by department 1/10/22 – 31/12/22  D. Formal Investigation complaints 1/10/22 – 31/12/22

	E. M.P Enquiries 1/10/22 – 31/12/22  F. Internal Review complaints by department 1/10/22 – 31/12/22
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<b>Background Papers</b>
<b>None</b>

# APPENDIX 1 – Customer Service Standards Monitoring 01/10/22 – 31/12/22

Key Customer Service Standards - Performance Monitoring - 2022/2023															
Period	Telephone Standards						E-mail Standards			Live Chat		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 Live Chats Contact Centres	% of Live Chats Answered within 20 Seconds - Contact Centres	No. of Complaints Received (Stage Two)	% Responded to within 15 Working Days	No. of M.P. Enquiries Received	% Responded to within 15 Working Days
Target		93%		75%	65%	78%		100%	100%		75%		97%		97%
April to June	27,441	88%	18,751	75%	78%	92%	7,711	100%	99%	929	87%	24	79%	38	89%
Quarter 1 Cumulative	27,441	88%	18,751	75%	78%	91%	7,711	100%	99%	929	87%	24	79%	38	89%
July to September	21,182	89%	18,917	73%	80%	91%	7,571	100%	99%	799	94%	14	86%	74	93%
Quarter 2 Cumulative	48,623	89%	37,668	74%	79%	92%	15,282	100%	99%	1728	91%	38	83%	112	91%
October to December	22,641	95%	17,180	69%	82%	94%	6,659	100%	99%	699	96%	29	75%	62	85%
Quarter 3 Cumulative	71,264	91%	54,848	72%	80%	92%	21,941	100%	99%	2427	92%	67	80%	174	89%
January to March															
Quarter 4 Cumulative	71,264	91%	54,848	72%	80%	92%	21,941	100%	99%	2427	92%	67	80%	174	89%

## APPENDIX 2 – Telephony Performance 01/04/22 – 31/12/22

2022/23 Q1 & Q2 April - Sept		Q1				Q2				
Target - 93% to be answered within 20 seconds										
Target – 5% Unanswered Calls (Abandoned)										
Department (by directorate)	Total Calls Rcvd	Total Calls Answered	% Answered within 20s	Abandoned calls	% Abandoned calls	Total Calls Rcvd	Total Calls Answered	% Answered within 20s	Abandoned calls	% Abandoned calls
Resources										
Directors	93	92	99%	20	18%	81	80	96%	3	4%
Contact Centre Managers	171	160	93%	62	27%	182	176	96%	66	27%
Joint Environmental Health	0	0	0%	0	0%	0	0	0%	0	0%
Joint ICT	2012	1784	88%	141	7%	1489	1323	88%	114	7%
Finance	428	422	84%	32	7%	350	344	82%	22	6%
Leisure	1463	1398	95%	388	21%	1290	1234	95%	319	20%
Payroll	83	81	97%	18	18%	35	35	100%	11	24%
Revenues & Benefits	12150	9877	81%	53	0%	8411	6938	82%	36	0%
Street scene Services	1773	1668	94%	256	13%	1518	1462	96%	190	11%
Housing & Community Safety	3050	2795	91%	530	15%	2391	2178	91%	538	18%
Total	21223	18277	82%	1500	13%	15747	13770	83%	1299	12%
Strategy & Development										
Directors	147	135	97%	10	6%	145	112	77%	9	6%
Communications	77	76	97%	8	9%	115	112	99%	34	23%
Leader's Office & Partnership	26	23	88%	38	59%	32	29	91%	9	22%
Legal, Governance, Scrutiny & Elections	297	289	97%	65	18%	293	284	97%	99	25%
Housing Repairs	3335	3134	92%	256	7%	2680	2513	94%	234	8%
HR & Health & Safety	438	433	98%	60	12%	406	403	99%	68	14%
Property & Commercial Services	803	785	97%	89	10%	780	764	98%	97	11%
Joint Performance	100	100	100%	4	4%	89	89	100%	10	10%
Planning	903	842	93%	56	6%	820	781	95%	30	4%
Economic Development	92	91	98%	17	16%	75	74	99%	18	19%
Total	6218	5908	96%	603	15%	5435	5161	95%	608	14%
Overall Total	27441	8703	89%	2103	14%	21182	7339	89%	1907	13%
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 are unanswered (Abandoned)										
Does not meet target										



2022/23 Q3 & Q4 Oct - Mar Target - 93% to be answered within 20 seconds Target – 5% Unanswered Calls (Abandoned)	Q3					Q4				
Department (by directorate)	Total Calls Rcvd	Total Calls Answered	% Answered within 20s	Abandoned calls	% Abandoned calls	Total Calls Rcvd	Total Calls Answered	% Answered within 20s	Abandoned calls	% Abandoned calls
Resources										
Directors	63	58	98%	5	8%					
Contact Centre Managers	305	213	97%	92	30%					
Joint Environmental Health	0	0	0%	0	0%					
Joint ICT	1415	1278	89%	137	10%					
Finance	341	337	99%	4	1%					
Procurement	59	44	90%	15	25%					
Leisure	1412	1137	97%	275	19%					
Revenues & Benefits	8438	8410	85%	28	0%					
Street scene Services	2009	1788	91%	221	11%					
Housing & Community Safety	3353	2776	91%	577	17%					
Total	17395	16041	84%	1354	12%					
Strategy & Development										
Directors	156	141	95%	15	10%					
Communications	63	59	100%	4	6%					
Leader's Office & Partnership	151	111	95%	40	26%					
Legal, Governance, Scrutiny & Elections	306	282	100%	24	8%					
Housing Repairs	4005	3632	91%	373	9%					
HR, Payroll & Health & Safety	586	488	99%	98	17%					
Property & Commercial Services	1104	1013	99%	91	8%					
Joint Performance	113	99	100%	14	12%					
Planning	754	721	94%	33	4%					
Economic Development	65	54	98%	11	17%					
Total	7303	6600	97%	703	12%					
Overall Total	24698	22641	95%	2057	12%					
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 are unanswered (Abandoned)										
Does not meet target										

### Appendix 3 (A) Compliments by Department 01/10/22 – 31/12/22

Please note that some compliments were for 2 or more departments.

Q3 COMPLIMENTS SUMMARY 2022/23					
MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department
OCT	1	South Normanton	Thank you to everyone at the council but also the contact centre for organising her food parcel, it is very much appreciated.	Contact Centre	1
	1	Unknown	XXXXXX from The lost dog trapping team search and rescue network, would like to thank XXXXXX for being an absolute asset to the locals in her warden area.	Env. Health	1
	1	Unknown	Customer would like to say thank you for streaming the Bolsover Festival performances	Communications	1
	1	Unknown	Customer would like to thank XXXXXXXX for all the help with her Council tax arrears payments.	Revenues	2
	1	Whaley	Customer would like to say thank you for help with Council tax payments		
	1	South Normanton	On behalf of XXXXX and myself, I just wanted to drop you a line to say "thank you". Thank you for your help, advice, and patience and understanding with our application, it has been greatly appreciated by us both.	Planning	1
	1	Pinxton	Customer happy with the welfare adaptation at the front of the property and would like to thank all staff who are involved.	Housing Repair & Maintenance	5
	1	Tibshelf	The workmen were polite and cleaned up after themselves.		
	1	Clowne	Customer would like to thank XXXXXX who fixed lights at XXXXX Customer advised she was very happy with the work undertaken and XXXXXX was polite		
	1	Unknown	Customer really happy with the work that has been carried out at her property		
	1	Bolsover	Customer would like to thank XXXXXX in Housing Repairs who fixed her extractor fan XXXXXX was polite, friendly and helpful		
NOV	2	South Normanton	Customer would like to say thank you to Customer Advisor for ordering her a paper recycling bag.	Contact Centre	4
			Customer would like to thank Greg who has helped him with a council tax matter that he had been extremely worried about		
	1	Whitwell	Customer would like to say every time she has been to the contact centre the person serving has been very friendly, polite and helpful.		

Q3 COMPLIMENTS SUMMARY 2022/23					
MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department
	1	Shirebrook	Thank you for the work experience received in July 2022 to all Meet and Greet staff.		
	1	All	Customer would like to thank communications for the wonderful video they have downloaded onto their businesses Google page	Communications	1
	1	All	Customer would like to say thank you for help with her Council Tax enquiry.	Revenues	1
	1	Langwith Junction	thank you to Street Scene for arranging fly tipping to be cleared	Street Scene	2
	1	South Normanton	Customer rang in to say thank you for coming back to empty there bin		
	1	Doe Lea	Thank you to the tradesman that carried out work on her son's bedroom door	Housing Repair & Maintenance	4
	1	Pinxton	Tenant called to thank the tradesman who repaired the concrete path to the front of their property at Job number: R0049982.		
	1	South Normanton	Tenant said that the Electrician carried out work in their home, did a fantastic job.		
	1	Tibshelf	Customer rang to say that they had 3 jobs completed on 16th November 2022 at their property. Customer advised all 3 jobs were very good and you could not have sent 3 nicer people to do the work		
DEC	1	Tibshelf	Customer attended the Hub on 30/11/22 to ask for help completing forms. They advised they always like going in as everyone is always helpful	Contact Centre	3
	1	Unknown	Customer would like to thank Clowne Contact Centres Customer Advisor for answering their email enquiry		
	1	Barlborough	The Customer would like to thank the Contact Centre advisor and Property Services officer for offering assistance removing scaffolding from their property.		
	1	Creswell	Customer advised services at the gym are excellent, the receptionists, instructors and facilities are all value for money.	Leisure	1
	1	Tibshelf	Customer called to pass on her thanks to Central Control. The Customer had an Out of hour's emergency and was worried and upset. The Central Control Advisor reassured them by chasing the Contractor for advice.	Housing	2
	1	Clowne	Customer would like to pass on thanks to the Housing Officers for checking on her sister		
	1	Tibshelf	Customer would like to thank Street Scene bulky waste employees who collected their item on 7/12/22	Street Scene	2

Q3 COMPLIMENTS SUMMARY 2022/23					
MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department
	1	Glapwell	Customer would like to thank Bolsover District Council employees from the Housing Repairs and Street Scene Department for undertaking repairs to their property and removing bulky items		
	1	Glapwell	Customer would like to thank Bolsover District Council employees from the Housing Repairs and Street Scene Department for undertaking repairs to their property and removing bulky items	Housing Repairs & Maintenance	2
	1	Tibshelf	Customer advised how pleased they were with the workman that attended her property to reconnect the thermostat to the main system.		
	1	Clowne	Customer would like to thank the Benefits department for resolving their concerns.	Revenues	3
	2	Bolsover	Customer Would like to thank the benefits department for advising further information on housing benefits		
			Customer would like to thank the Revenues and Environmental Health Department for their advice on financial support available.		
	1	Barlborough	The Customer would like to thank the Contact Centre advisor and Property Services officer for offering assistance removing scaffolding from their property.	Property Services	1
	1	Bolsover	Customer would like to thank the Revenues and Environmental Health Department for their advice on financial support available.	Env. Health	1
					<b>38</b>

### Appendix 3 (B) Comments by Department 01/0422 – 31/09/22

Please note that some comments were for 2 or more departments.

Q3 COMMENTS SUMMARY 2022/23					
MONTH	No. of reports per parish	PARISH	Comment Header	Service Area	Numbers Per Department
OCT	1	Bolsover	Good Evening, it would be helpful if invoices that are sent by mail are sent in an envelope bearing the council logo. I've just opened a plain envelope that was sat in our low priority junk mail tray and it contained the invoice for the commercial 2022-2023 waste collections, and dated 1st October 2022. I've made since payment.	Finance	1
	1	Bolsover	Good Evening, it would be helpful if invoices that are sent by mail are sent in an envelope bearing the council logo. I've just opened a plain envelope that was sat in our low priority junk mail tray and it contained the invoice for the commercial 2022-2023 waste collections, and dated 1st October 2022. I've made since payment.	Street Scene	1
	1	Bolsover	Electric charging points for the allocated car parking spaces at The Arc are too small and narrow.	Property Services	1
NOV	1	South Normanton	Customer advisers it would be helpful for electric heaters to be offered to the elderly whilst their gas supply has to be turned off in their property for housing repairs	Housing Repair & Maintenance	1
	1	Tibshelf	Customer would like to make a suggestion regarding bin collections on Back Lane	Street Scene	1
DEC	1	South Normanton	Customer would like BDC to introduce a meals on wheels service in the district	Partnerships	1
	1	Palterton	Customer commented the Council should provide clear large plastic bags if we require them to recycle soft plastics, bubble wrap etc.	Street Scene	1
					7

# APPENDIX 3 (C) – Frontline Resolution Complaints by Department 01/10/22 – 31/12/22

Please note that some stage 1 informal complaints were for 2 or more departments.

INFORMAL STAGE 1 COMPLAINTS Q3 OCT – DEC 22/23				
No. of reports per parish per Department	PARISH	Informal Complaint Header	Service Area	Total Per Department
4	South Normanton	Mess left from refuse crew	Street Scene - Refuse	48
		Bulky collection was cancelled		
		Still awaiting replacement lid on burgundy bin		
		Lost bin, can't replace with same size.		
2	Creswell	Bin lorry driving over the front garden		
		Assisted Bin Assessment - Unhappy with outcome of assessment		
10	Bolsover	Missed black bins		
		Bins regularly missed		
		Non Collection - Burg & Green		
		Issues with bins not being emptied		
		Bins are being missed on a regular basis		
		Still awaiting replacement lid on burgundy bin		
		Burgundy side waste not collected		
		Missed and missed again on mop up round		
		Assisted bin missed around 7 times in 3 months		
		No bin collections since move in and paid for bins on 31st October		
1	Langwith	Bin not fully emptied		
5	Shirebrook	Bins regularly missed		
		Bulky collection was cancelled		
		Bin was not fully emptied		
		Not having his bins emptied		
		customer ordered and paid for all 3x bins at the beginning of Nov 22 but has still not received them		
1	Pinxton	Unhappy re refund policy for bulk waste collections		

**INFORMAL STAGE 1 COMPLAINTS Q3 OCT – DEC 22/23**

No. of reports per parish per Department	PARISH	Informal Complaint Header	Service Area	Total Per Department
1	Carr Vale	Missed bin		
3	Newton	Bins regularly missed		
		No collection due to parked cars		
		Bin collection issues due to parked cars		
3	Whitwell	Wait time for replacement bin		
		Wait time for bin delivery		
		Burgundy bin missed and no mop up over Christmas		
2	Whaley Thorns	Missed Green bin		
		Still awaiting replacement bin		
10	Clowne	Assisted bin not returned to the correct location		
		Collection issues regarding collection wagon. Going over customers grass		
		Bin crew was rude and abusive		
		Black and Burg missed and then black missed again on mop up round		
		Bin not returned in correct place and still awaiting delivery of replacement burgundy bin		
		Issues with servicing of burgundy bin		
		Still awaiting delivery of bins		
		Bin not fully emptied		
		The refuse team put someone else's waste into his bin.		
		Continued issues with bin collection		
1	Westhouses	Bulky collection was cancelled		
1	Langwith Junction	Bin not emptied because it wasn't on kerbside but under customers window, 3 steps away		
2	Hodthorpe	Still awaiting delivery of bins		
		Missed assisted bin and missed again on mop up		
1	Pinxton	Ongoing issues with bin collections		

**INFORMAL STAGE 1 COMPLAINTS Q3 OCT – DEC 22/23**

<b>No. of reports per parish per Department</b>	<b>PARISH</b>	<b>Informal Complaint Header</b>	<b>Service Area</b>	<b>Total Per Department</b>
1	Barlborough	Not received new bins. Ordered under the wrong address on the 14th November then ordered under right address 6th December.		
1	Scarcliffe	Complaint about Customer advisor not recording their request	Contact Centre	2
1	Whitwell	Wait time to be seen at contact centre		
3	Pinxton	Attitude of contractor	Property Services	3
	Whaley Thorns	Drainage problems on council property		
	Barlborough	Issues with Scaffolding being up after job finished		
1	Clowne	Workman rude towards complainant	Repairs (complaint about a council property)	1
1	Shirebrook	No reply to email sent direct to Env H Officers	Env.Health	2
1	Glapwell	Would like an apology from Env H letter he has received.		
6	OOA	On housing list for three years	Housing	6
	Tibshelf	Altercation with a ranger		
	Shirebrook	Careline alarm not working		
	Shirebrook	Complaint regarding housing needs		
	Bolsover	Unhappy with a Ranger		
	Whaley	Unhappy with how careline responded to him having no heating		
<b>62</b>				<b>62</b>

32



**INFORMAL STAGE 1 COMPLAINTS Q3 OCT – DEC 22/23**

No. of reports per parish per Department	PARISH	Informal Complaint Header	Service Area	Total Per Department
33	Bolsover	Unhappy with proposed fence between this property and next doors due to drop.	Housing - Repairs & Maintenance	7
		Rats are getting into the property y through a hole, repairs have been out but it still isn't repairs.		
		Out of hours team arriving late leaving door unlocked		
		Not happy with the response time for communal door		
		Unhappy with electrician who didn't find fault		
		No one attended OOH emergency		
		Without heating for 8 days		
2	Whitwell	Raised repair for drain in June, still not complete		2
		Letter regarding electrical testing		
2	Tibshelf	OOH not attending until the AM.		2
		Not happy with finish of the door		
1	Shirebrook	Unhappy with OOH repair		1
12				12

**OCTOBER - DECEMBER 2022 - Quarterly Informal Complaints Total - CIS & Open**

**74**

### Appendix 3 (D) Complaints by Department 01/10/22 – 31/12/22

Please note that some stage 2 Formal complaints were for 2 or more departments

Q3 Formal Complaints SUMMARY 2022/23					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
OCT 34	1	Unknown	Requires further information on how the Council processed Planning application: XXXXX	Planning	1
	1	Creswell	Customer not happy the way she was spoken to by Contact Centre staff	Contact Centre	1
	1	Unknown	Hazardous tiles in the leisure areas	Leisure	1
	1	Unknown	Customer reporting unclean garden paths, windows needing repairing and a lack of dropped kerbs. May also come through MP as copied into customers email.	Housing Repair & Maintenance	1
	1	Unknown	Customer is unhappy cannot be treated as a priority case for housing bandings	Housing	1
NOV	1	South Normanton	Customer is not happy that BDC has refused to remove domestic fridges and freezers from his property at XXXXXXXX	Street Scene	1
	1	Newton	why the green bin service has stopped early as the volume of leaves from trees and shrubs is very high	Street Scene	2
	1	Creswell	Customer is on the assisted bin collection list to have their bins collected, Unfortunately they are always complaining has one or the other of their bins gets missed weekly.		
	1	Whitwell	complaint regarding disrepairs on the property	Housing Repair & Maintenance	3
	1	Bolsover	Customer is not happy the engineer working on his property at XXXXXXXX left the panel and boiler still switched on which can leak out chemicals whilst they went to collect new parts		
	1	Blackwell	Customer has moved into a Council property and has had to ring up several times about work/repairs that are supposed be done		
	1	Pinxton	complaint regarding their neighbours and what has happened this past year whilst they have been living at XXXXXXXXXX	Env. Health	3
	1	OOA	Accumulation of waste on private land.		
	1	Whaley Thorns	Concerns of a home boarding in Scarcliffe		

### Q3 Formal Complaints SUMMARY 2022/23

MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
35	1	OOA	Received a court summons letter.	Revenues	1
	1	Scarcliffe	Planning Application complaint 17/00167/FUL	Planning	1
	1	Unknown	Customer is not happy her Daughter is in a lower swimming session for her personal ability.	Leisure	2
	1	Bolsover	Issues regarding their neighbours property at XXXXX	Housing	4
	1	Blackwell	Customer has moved into a Council property and has had to ring up several times about work/repairs that are supposed be done		
	1	Shirebrook	Relative had a fall and unable to get through to the Control Room in order to alert them.		
	1	Pinxton	complaint regarding their neighbours and what has happened this past year whilst they have been living at XXXXXXXXXX		
	1	Bolsover	Issues regarding their neighbours property	Legal	1
DEC	1	Creswell	Could BDC Council ensure that drivers using the disabled parking bays at The Arc display a blue badge.	Leisure	2
	1	Unknown	Dangerous car parking at The Arc on a Saturday		
	2	Bolsover	Complaint regarding the Ranger who visited the complainant's property. Customer not happy that BDC have sent an article to the Derbyshire Times Newspaper regarding her new bungalow	Housing	2
	1	Tibshelf	Customer unhappy an out of hours emergency had been reported at night and the Contractor never arrived until the following morning	Housing Repair & Maintenance	4
	1	South Normanton	Customer not happy that she has no hot water or adequate heating.		
	1	Bolsover	Customer called to advise they were stuck at the top of their stairs as the stair lift had broken and they had to wait for over 3 hours for Oban contractor to attend.		
	1	Whaley Thorns	Customer unhappy the housing repairs complaint that was submitted in October and November has not been answered		

Q3 Formal Complaints SUMMARY 2022/23					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
36	1	Bolsover	Customer is in a new build property and has been waiting for their new bins to be delivered for 5 weeks now	Street Scene	1
	1	Creswell	Could BDC Council ensure that drivers using the disabled parking bays at The Arc display a blue badge.	Property Services	1
	1	Whaley Thorns	Customer unhappy the housing repairs complaint that was submitted in October and November has not been answered	Legal	1
					34

### Appendix 3 (E) MP Enquiries by Department 01/10/22 – 31/12/22

Please note that some MP Enquiries were for 2 or more departments.

Q3 MP Enquiries SUMMARY 2022/23					
MONTH	No. of reports per parish	PARISH	MP Enquiry Header	Service Area	Numbers Per Department
<b>37       OCT</b>	1	Bolsover	Concerns about problems that have occurred regarding drainage on their estate	Property & Estates	4
	1	Clowne	MP enquiry regarding the development of the land at the rear of his constituent's property. I have attached XXXX letter to this email.		
	1	Shirebrook	MP enquiry regarding the constituent awaiting potential sale of Land		
	1	Pinxton	MP enquiry regarding a wall which is dangerous and at risk of collapsing around some elderly and vulnerable peoples bungalows on XXXXXXXX		
	1	Bolsover	concerns about problems that have occurred regarding drainage on their estate	Planning	3
	1	Clowne	MP enquiry regarding the development of the land at the rear of his constituent's property. I have attached XXXXXX letter to this email.		
	1	Hodthorpe	MP enquiry regarding various issues in Hodthorpe, including reduced parking on Queens Road, overgrown hedges, and keeping the village tidy to improve safety for disabled people, in particularly the blind.		
	1	Pinxton	XX Woodfield Road, Pinxton further information is required whether the garden forms part of this properties lease. Also requires assistance with garden maintenance.	Legal	2
	1	Clowne	MP enquiry regarding the development of the land at the rear of his constituent's property. I have attached XXXXX letter to this email.		
	1	Clowne	Has a large overhanging tree in the garden.	Street Scene	5
	1	Pinxton	XX Woodfield Road, Pinxton further information is required whether the garden forms part of this properties lease. Also requires assistance with garden maintenance.		
	1	OOA	NO RESPONSE REQUIRED. RECORDING FOR INFO ONLY AS XXXXX HAS REPLIED DIRECT. MP enquiry re homemade dog poo bin - which is somewhat overflowing		

### Q3 MP Enquiries SUMMARY 2022/23

MONTH	No. of reports per parish	PARISH	MP Enquiry Header	Service Area	Numbers Per Department
38	1	Hodthorpe	MP enquiry regarding various issues in Hodthorpe, including reduced parking on Queens Road, overgrown hedges, and keeping the village tidy to improve safety for disabled people, in particularly the blind.		
	1	Clowne	large cherry trees next to his constituents property at XX High Street, Clowne		
	1	South Normanton	XXXXXX and her daughter, housing situation.	Housing	9
	1	Unknown	XX Main Street, Scarcliffe which his constituent believes is a generally empty Council property.		
	2	Langwith Junction	MP enquiry regarding a constituents housing situation. unable to apply for a Council house as they have rent arrears		
	1	Shirebrook	No success bidding on properties		
	1	Blackwell	MP enquiry regarding CAN not keeping accurate records when a report is made		
	1	Bolsover	MP Enquiry regarding help for elderly people		
	1	Creswell	anti-social behaviour at the discarded garages		
	1	Glapwell	Deteriorating condition of a property on Back Lane, Glapwell.		
	1	Glapwell	Deteriorating condition of a property on Back Lane, Glapwell.		
	1	Hodthorpe	poor taxi services locally	Env. Health	2
	1	Bolsover	housing repair issues his constituent is having in there Council home	Housing Repair & Maintenance	2
	1	Shirebrook	MP enquiry regarding his constituents request with Bolsover District Council to replaster his Council home.		
NOV	2	South Normanton	regarding parking and anti-social behaviour in the area of Market Close in South Normanton	Housing	9
			long running neighbour dispute		
			Council house and Anti-Social Behaviour		

### Q3 MP Enquiries SUMMARY 2022/23

MONTH	No. of reports per parish	PARISH	MP Enquiry Header	Service Area	Numbers Per Department
39	3	Shirebrook	Problems in Shirebrook. They have been experiencing off road motor bikes being ridden on the streets and through the parks around the town and surrounding areas		
			Progress on his constituents housing application and care at home		
			Noise complaint at XXXXXX		
	3	Clowne	Constituent does not meet the criteria for priority for a Council bungalow.		
			Insulation support from BDC for his constituent who lives at XXXXXXXX.		
			raising various concerns with his Council Bungalow at XXXXXXXXX		
	1	Langwith Junction	reports of anti-social behaviour in his constituents neighbourhood		
	1	Creswell	Concerns about the chimneys above fires in Creswell and the impact that people's burning of different materials in their home fireplaces has on the air quality in the village.	Env.Health	3
	1	Shirebrook	Noise complaint		
	1	South Normanton	long running neighbour dispute		
	2	Clowne	Insulation support from BDC for his constituent who lives at XXXXXXXX.	Housing Repair & Maintenance	3
			raising various concerns with his Council Bungalow at XXXXXXXXX		
	1	South Normanton	Council house and Anti-Social Behaviour		
	2	Langwith Junction	the state of the connecting road between his constituents housing estate	Planning	5
			reports of anti-social behaviour in his constituents neighbourhood		
	1	Bolsover	public parking issues in Hillstown		
	1	Shirebrook	a better pedestrian route being installed between Shirebrook and Pleasley		
	1	South Normanton	regarding parking and anti-social behaviour in the area of Market Close in South Normanton		
	1	Clowne	regarding the state of the paths on Ridgeway in Clowne	DCC	1
	1	Clowne	Council Tax issues.	Revenues	2

### Q3 MP Enquiries SUMMARY 2022/23

MONTH	No. of reports per parish	PARISH	MP Enquiry Header	Service Area	Numbers Per Department
40	1	South Normanton	Council Tax bill for December where constituent has noticed a substantial increase from his November bill		
	1	Bolsover	Concerns about damp in the home that they wish to purchase through Right To Buy. They advise they wish to now put the purchase on hold	Legal	1
	1	Bolsover	public parking in Hillstown	Economic Development	1
	1	Langwith Junction	reports of anti-social behaviour in his constituents neighbourhood	Strategic & Development Director	1
DEC	1	Shirebrook	Constituent who really needs a place to stay and is happy to accept a one-bedroom or even a half-way house.	Housing	2
	1	Shuttlewood	Rent arrears on their Council Property		
	1	Barlborough	would not be able to collect the rubble and advised constituent to contact Trusted Traders	Contact Centre	7
	2	South Normanton	Please see attached MP Enquiry regarding his constituent who has been trying for some time to get the Valuation Office to look again at the council tax banding they have been placed in.		
			concerned about a proposed development for 61 houses off Red Lane in South Normanton		
	1	Bolsover	Concerned about damage to his roof		
	2	Clowne	Regarding housing application for a bungalow		
			Concerns regarding the state of the paths on Ridgeway in Clowne.		
	1	Whitwell	Exposed to extreme air pollution every day which is harmful to their health.		
					62



Appendix 3 (F) Internal Review by Department 01/10/22 – 31/12/22

Please note that some Internal Reviews were for 2 or more departments.

Q3 Internal Review SUMMARY 2022/23					
MONTH	No. of reports per parish	PARISH	Internal Review Header	Service Area	Numbers Per Department
OCT	0				0
NOV	0				0
41 DEC	1	Stanfree	Planning application complaint.	Planning	1
	1	Clowne	Requested for CCTV to be viewed.	Leisure	1
					2

## **Bolsover District Council**

### **Meeting of Customer Services Scrutiny Committee on 13<sup>th</sup> February 2023**

#### **Customer Services Scrutiny Committee Work Programme 2022/23**

#### **Report of the Scrutiny & Elections Officer**

<b>Classification</b>	This report is Public
<b>Report By</b>	Joanne Wilson, Scrutiny & Elections Officer, 01246 242385, <a href="mailto:joanne.wilson@bolsover.gov.uk">joanne.wilson@bolsover.gov.uk</a>
<b>Contact Officer</b>	Joanne Wilson, Scrutiny & Elections Officer, 01246 242385, <a href="mailto:joanne.wilson@bolsover.gov.uk">joanne.wilson@bolsover.gov.uk</a>

#### **PURPOSE/SUMMARY OF REPORT**

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

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#### **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.

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## **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

**Environment:**

Please identify (if applicable) how this proposal/report will help the Authority meet its carbon neutral target or enhance the environment.

**Details:**

None from this report.

**Staffing:** Yes ☐ No ☒**Details:**

None from this report.

On behalf of the Head of Paid Service

**DECISION INFORMATION**

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

<b>Links to Council Ambition: Customers, Economy and Environment.</b>
All

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

<b>Background Papers</b>
<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 46	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
10 October 2022	Part A – Formal	• Customer Service Standards and Compliments, Comments and Complaints 2021/22 – 1 <sup>st</sup> October 2021 to 31 <sup>st</sup> March 2022 and Annual Report 2021/22	Customer Standards and Complaints Officer/ Customer Services Manager

Date of Meeting	Items for Agenda		Lead Officer
47		• LG&SCO and Housing Ombudsman Annual Report 2021/22	Customer Standards and Complaints Officer/ Customer Services Manager
		• Work Programme 2022/23	Scrutiny & Elections Officer
	Part B – Informal	• Review work	Scrutiny & Elections Officer
	Part A – Formal	• Customer Service Standards and Compliments, Comments and Complaints 2021/22 – 1 <sup>st</sup> April 2022 to 30 <sup>th</sup> September 2022	Customer Standards and Complaints Officer/ Customer Services Manager
12 December 2022	Part A – Formal	• Rent Arrears Policy	Assistant Director of Housing Management & Enforcement
		• Mobility Scooter Policy	Assistant Director of Housing Management & Enforcement
		• Communal Area Management Policy	Assistant Director of Housing Management & Enforcement
		• 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/ Chief Executive/ Assistant Director Joint ICT
13 February 2023	Part A – Formal	• Customer Service Standards and Compliments, Comments and Complaints Report 2022/23 – 1 <sup>st</sup> October 2022 to 31 <sup>st</sup> December 2022	Customer Standards and Complaints Officer/ Customer Services Manager
		• Work Programme 2022/23	Scrutiny & Elections Officer
	Part B – Informal	• Review work	Scrutiny & Elections Officer
20 March 2023	Part A – Formal	• Housing Strategy – Monitoring Update	Assistant Director Development & Planning; Assistant Director of Property Services & Housing Repairs; Assistant Director of Housing Management & Enforcement

Date of Meeting	Items for Agenda		Lead Officer
		<ul style="list-style-type: none"><li>• Work Programme 2022/23</li></ul>	Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"><li>• Review work</li></ul>	Scrutiny & Elections Officer