

The Arc  
High Street  
Clowne  
S43 4JY

To: Chair & Members of the Customer  
Services Scrutiny Committee

Contact: Matthew Kerry  
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Email: [matthew.kerry@bolsover.gov.uk](mailto:matthew.kerry@bolsover.gov.uk)

Tuesday, 3<sup>rd</sup> September 2024

Dear Councillor,

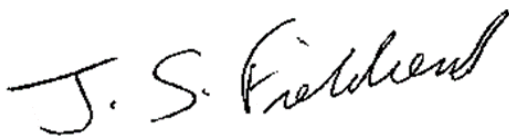
**CUSTOMER SERVICES SCRUTINY COMMITTEE**

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, 16<sup>th</sup> September, 2024 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 page 3 onwards.

Yours faithfully,



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](mailto: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, 16<sup>th</sup> September, 2024 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 of Business</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>List of Key Decisions and Items to be Considered in Private</b>	5 - 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>	
<b>5.</b>	<b>Minutes</b>	13 - 16
	To consider the minutes of the last meeting held on 15 <sup>th</sup> July 2024.	
<b>6.</b>	<b>Annual Letter from the Local Government &amp; Social Care Ombudsman 2023/24 - Report</b>	17 - 25
<b>7.</b>	<b>Customer Service Standards and Compliments, Comments and Complaints 2023/24 - 1<sup>st</sup> April 2024 to 30<sup>th</sup> June 2024</b>	26 - 59

- |     |  |         |
|-----|--|---------|
| 8.  | <b>Review of Members ICT &amp; Support and ICT Service Delivery - Post - Scrutiny Monitoring (Second Interim Report)</b> | 60 - 75 |
| 9.  | <b>Review of Effectiveness of Council's Waste Collection and Disposal Education - Executive Response</b>                 | 76 - 88 |
| 10. | <b>Customer Services Scrutiny Committee Work Programme 2024/25</b>   | 89 - 94 |

**PART B - INFORMAL**

- |     |                    |  |
|-----|--------------------|--|
| 11. | <b>Review Work</b> |  |
|-----|--------------------|--|



The Arc  
High Street  
Clowne  
Derbyshire  
S43 4JY

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## **Key Decisions & Items to be Considered in Private**

**To be made under the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012**

**Published on: 9<sup>th</sup> August 2024**

## INTRODUCTION

The list attached sets out decisions that are termed as “Key Decisions” at least 28 calendar days before they are due to be taken by the Executive or an officer under delegated powers.

Preparation of the list helps Executive to programme its work. The purpose of the list is to give notice and provide an opportunity for consultation on the issues to be discussed. The list is updated each month with the period of the list being rolled forward by one month and republished. The list is available for public inspection at the The Arc, High Street, Clowne, S43 4JY. Copies of the list can be obtained from Jim Fieldsend, Monitoring Officer, at this address or by email to [jim.fieldsend@bolsover.gov.uk](mailto:jim.fieldsend@bolsover.gov.uk). The list can also be accessed from the Council’s website at [www.bolsover.gov.uk](http://www.bolsover.gov.uk).

The Executive is allowed to make urgent decisions which do not appear in the list, however, a notice will be published at The Arc and on the Council’s website explaining the reasons for the urgent decisions. Please note that the decision dates are indicative and are subject to change.

Members of Executive are as follows:

Councillor Steve Fritchley - Leader and Portfolio Holder for Policy, Strategy and Communications  
Councillor Duncan McGregor - Deputy Leader and Portfolio Holder for Corporate Performance and Governance  
Councillor John Ritchie - Portfolio Holder for Growth  
Councillor Anne Clarke - Portfolio Holder for Environment  
Councillor Sandra Peake Portfolio Holder for Housing  
Councillor Mary Dooley - Portfolio Holder for Health and Wellbeing  
Councillor Clive Moesby - Portfolio Holder for Resources

The Executive agenda and reports are available for inspection by the public five clear days prior to the meeting of the Executive. The papers can be seen at The Arc at the above address. The papers are also available on the Council’s website referred to above. Background papers are listed on each report submitted to the Executive and members of the public are entitled to see these documents unless they contain exempt or confidential information. The report also contains the name and telephone number of a contact officer.

Meetings of the Executive are open to the public and usually take place in the Council Chamber at The Arc. Occasionally there are items included on the agenda which are exempt and for those items the public will be asked to leave the meeting. This list also shows the reports intended to be dealt with in private and the reason why the reports are exempt or confidential. Members of the public may make representations to the Monitoring Officer about any particular item being considered in exempt and why they think it should be dealt with in public.

The list does not detail *all* decisions which have to be taken by the Executive, only “Key Decisions” and “Exempt Reports”. In these Rules a “Key Decision” means an Executive decision, which is likely:

(1) **REVENUE**

- (a) Results in the Council making Revenue Savings of £75,000 or more; or
- (b) Results in the Council incurring Revenue Expenditure of £75,000 or more

(2) **CAPITAL**

- (a) Results in the Council making Capital Income of £150,000 or more; or
- (b) Results in the Council incurring Capital Expenditure of £150,000 or more

(3) to be significant in terms of its effects on communities living or working in an area comprising two or more wards in the District.

✓ In determining the meaning of “significant” the Council must have regard to any guidance for the time being issued by the Secretary of State. The Council has decided that revenue income or expenditure of £75,000 or more and capital income or expenditure of £150,000 or more is significant.

The dates for meetings of Executive can be found here:

<https://committees.bolsover.gov.uk/ieListMeetings.aspx?Committeeld=1147>

The Council hereby gives notice of its intention to make the following Key Decisions and/or decisions to be considered in private:

Matter in respect of which a decision will be taken	Decision Maker	Date of Decision	Documents to be considered	Contact Officer	Is this decision a Key Decision?	Is this key decision to be heard in public or private session
<b>Mine Water Energy Demonstrator and HNDU Feasibility Study</b>	Executive	9 <sup>th</sup> September 2024	Report of the Portfolio Holder for Environment	Chris Fridlington, Director Economic Development	Key  It is likely to result in the Council making capital savings or incurring capital expenditure of £150,000 or more.	Open
<b>Local Area Energy Planning</b>	Executive	9 <sup>th</sup> September 2024	Report of the Portfolio Holder for Environment	Chris Fridlington, Director Economic Development	Key  It is significant in terms of its effects on communities living or working in an area comprising two or more wards in the District.	Open
<b>Retrofit Pilot and Local Area retrofit Accelerator</b>	Executive	9 <sup>th</sup> September 2024	Report of the Portfolio Holder for Environment	Chris Fridlington, Director Economic Development	Key  It is likely to result in the Council making revenue savings or incurring Revenue expenditure of £75,000 or more.	Open



Matter in respect of which a decision will be taken	Decision Maker	Date of Decision	Documents to be considered	Contact Officer	Is this decision a Key Decision?	Is this key decision to be heard in public or private session
<b>Award of contract for Shirebrook Market Place: REimagined project Phase 2</b>	Executive	9 <sup>th</sup> September 2024	Report of the Portfolio Holder for Growth	Chris McKinney, Senior Devolution Lead for Planning Policy, Strategic Growth and Housing	Key  It is likely to result in the Council making capital savings or incurring capital expenditure of £150,000 or more.	Open
<b>Grant of an easement along Loxley Lane, Whitwell</b>	Executive	9 <sup>th</sup> September 2024	Report of the Portfolio Holder for Growth	Jim Fieldsend, Service Director Governance and Legal Services & Monitoring Officer	Key  It is likely to result in the Council making capital savings or incurring capital expenditure of £150,000 or more.	Open
<b>Proposed sale of approximately 0.93 acres of land at Elmton Lane Bolsover</b> Proposed sale of approximately 0.93 acres of land at Elmton Lane Bolsover	Executive	Within the next 3 months	Report of the Portfolio Holder for Growth	Jim Fieldsend, Service Director Governance and Legal Services & Monitoring Officer	Key  It is likely to result in the Council making revenue savings or incurring Revenue expenditure of £75,000 or more.	Open

Matter in respect of which a decision will be taken	Decision Maker	Date of Decision	Documents to be considered	Contact Officer	Is this decision a Key Decision?	Is this key decision to be heard in public or private session
<b>Renewal of Insurance Policies</b>	Service Director Finance & Section 151 Officer	Not before 9th Sep 2024	Delegated Decision Notice	Theresa Fletcher, Service Director Finance & Section 151 Officer	Key  It is likely to result in the Council making revenue savings or incurring Revenue expenditure of £75,000 or more.	Open
<b>Vehicle Fleet Replacements</b>	Strategic Director of Services	Within the next 3 months	Delegated Decision Notice	Steve Brunt, Strategic Director of Services	Key  It is likely to result in the Council making revenue savings or incurring Revenue expenditure of £75,000 or more.	Open
<b>Roseland Park and Crematorium - update on project progress</b>	Executive	9 <sup>th</sup> September 2024	Report of the Portfolio Holder for Growth	Natalie Etches, Business Growth Manager	Key  It is likely to result in the Council making capital savings or incurring capital expenditure of £150,000 or more.	Fully exempt

Matter in respect of which a decision will be taken	Decision Maker	Date of Decision	Documents to be considered	Contact Officer	Is this decision a Key Decision?	Is this key decision to be heard in public or private session
<b>Acquisition of land and property</b>	Executive	9 <sup>th</sup> September 2024	Report of the Portfolio Holder for Growth	Natalie Etches, Business Growth Manager	Key  It is likely to result in the Council making capital savings or incurring capital expenditure of £150,000 or more.	Fully exempt

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**SCHEDULE 12A  
ACCESS TO INFORMATION: EXEMPT INFORMATION**

**PART 1  
DESCRIPTIONS OF EXEMPT INFORMATION: ENGLAND**

1. Information relating to any individual.
2. Information which is likely to reveal the identity of an individual.
3. Information relating to the financial or business affairs of any particular person (including the authority holding that information).
4. Information relating to any consultations or negotiations, or contemplated consultations or negotiations, in connection with any labour relations matter arising between the authority or a Minister of the Crown and employees of, or office holders under, the authority.
5. Information in respect of which a claim to legal professional privilege could be maintained in legal proceedings.
6. Information which reveals that the authority proposes –
  - (a) to give under any enactment a notice under or by virtue of which requirements are imposed on a person; or
  - (b) To make an order or direction under any enactment.
7. Information relating to any action taken or to be taken in connection with the prevention, investigation or prosecution of crime.

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# Agenda Item 5

## 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, 15<sup>th</sup> July 2024 at 10:00 hours.

### **PRESENT:-**

Members:-

Councillor Donna Hales in the Chair

Councillors Rita Turner (Vice-Chair), Amanda Davis, Louise Fox, Phil Smith, Vicky Waplington and Deborah Watson.

Officers:- Victoria Dawson (Assistant Director – Housing Management and Enforcement), Sarah Kay (Assistant Director – Planning and Planning Policy), Neil Oxby (Principal Planning Policy Officer), Elizabeth Ellis (Housing Options Manager), Jo Wilson (Housing Strategy and Development Officer), Thomas Dunne-Wragg (Scrutiny Officer) and Matthew Kerry (Governance and Civic Officer).

Also in attendance at the meeting were Councillors Anne Clarke (Portfolio Holder for the Environment), Jeanne Raspin (Junior Portfolio Holder for the Environment) and Jane Yates.

### **CS11-24/25 APOLOGIES FOR ABSENCE**

There were no apologies for absence received.

### **CS12-24/25 URGENT ITEMS OF BUSINESS**

There were no urgent items of business to consider.

### **CS13-24/25 DECLARATIONS OF INTEREST**

There were no declarations of interest.

### **CS14-24/25 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.

**RESOLVED** that the List of Key Decisions and Items to be Considered in Private document be noted.

### **CS15-24/25 MINUTES – 3<sup>RD</sup> JUNE 2024**

Moved by Councillor Amanda Davis and seconded by Councillor Louise Fox

**RESOLVED** that the Minutes of a Customer Services Scrutiny Committee held on 3<sup>rd</sup> June 2024 be approved as a true and correct record.

## CUSTOMER SERVICES SCRUTINY COMMITTEE

### CS16-24/25 HOUSING STRATEGY 2024-2029 - CONSULTATION DRAFT

The Housing Strategy and Development Officer presented the Housing Strategy (the 'Strategy') to Committee.

Strategy 2021-2024 was due to expire; a revised Strategy was required. The proposed Strategy would cover 2024-2029 but take the Council beyond this point, allowing the incoming Council of 2027 to formulate their new Council Plan. A longer Strategy allowed the alignment of existing District and countywide strategies, as well as a longer public consultation period to take into account the revised timescales for completion of the Housing Needs Study.

In the timetable provided, it was noted the Parish Council Liaison in July 2024 would not take place in person; a paper consultation would be carried out in its stead.

The Strategy of 2021-2024 identified key strategic housing policies:

- Key Priority 1 – Provide Good Quality Housing;
- Key Priority 2 – Enable Housing Growth; and,
- Key Priority 3 – Support Vulnerable and Disadvantaged People.

The Strategy of 2024-2029 would add:

- Key Priority 4 – Maintaining and improving property and housing management standards and ensuring that standards and living conditions in the district contribute towards better health outcomes for all.

Work on the draft Strategy had begun April 2024, with content based on existing policy framework, district profile data, and the commissioned Local Housing Needs Study (joined with Chesterfield Borough Council).

Moved by Councillor Phil Smith and seconded by Councillor Deborah Watson  
**RESOLVED** that the report be noted.

### CS17-24/25 UPDATE ON BOLSOVER HOMELESSNESS AND ROUGH SLEEPING STRATEGY 2022-2027

The Housing Options Manager presented the update on the Bolsover Housing Homelessness and Rough Sleeping Strategy 2022-2027 (the 'Strategy') to Committee.

The Council had seen an increase of 94% in homelessness cases in 2023/24, with work being undertaken to keep residents in their current addresses. These statistics were attached at Appendix 3.

There were four clear strategic priorities broken down into individual actions within the Action Plan (attached at Appendix 2). These were:

1. Make homelessness everyone's responsibility through a system wide approach;
2. Prevent and respond to homelessness through early intervention and personalised solutions;
3. End rough sleeping and repeat homelessness; and,

## CUSTOMER SERVICES SCRUTINY COMMITTEE

### 4. Develop sustainable supported and settled housing solutions.

The Action Plan had been developed by Derbyshire Homeless Officers Group (DHOG) and was being progressed by the Homelessness Special Projects Officer. The areas of action within each key priority set out in the Strategy were in the Action Plan. Some early successes included: SIGNAL Pilot; Derbyshire Homelessness Charter; and Street Support Derbyshire.

Four planned activities for delivering actions within the Strategy were identified as in line with the Council's Ambition:

- Following consultation with private landlords, develop a comprehensive and attractive countywide landlord offer;
- React accordingly and ensure a range of measures were in place to prevent homelessness linked to the wider economy and increases in the Cost of Living;
- Streamline the duty to refer system, and work with partner agencies to improve timelines and quality of referrals; and,
- As part of the 'Rough Sleeper Initiative', develop a targeted prevention approach to prevent the flow of new rough sleepers on to the street.

An update on the Strategy would be provided annually.

The Chair noted under 25s were often most affected by insecure work and expensive housing costs; what was being done to address this. The Housing Options Manager agreed this was a gap in the Strategy, with private rent proving expensive and a shortage of social housing being present. At that moment, the full picture of this was unknown.

A Member highlighted the jump in figures at Appendix 3 and sought more information. The Housing Options Manager explained there were changing issues due to increasing cases of domestic violence and that of eviction from the family home. Figures were increasing nationally due to the Cost of Living, residents falling into rent arrears, and generally more people in insecure housing approaching the Council for assistance.

The Assistant Director Housing Management and Enforcement added an increase of private rental sector evictions was increasing due to landlords acting if Section 21 Eviction Notices were banned, many having bought-to-let and not being able to afford their mortgages, and the future requirement for rental properties to be Energy Performance Certificate (EPC) C rated or above.

A Member asked if the Council spoke to tenants about their reasons for their evictions. The Housing Options Manager explained every resident who approached the Council provided this information, but the issue was while attempts were made to dissuade landlords from increasing their rent or selling, if landlords wanted to sell there was nothing the Council could do. However, if the Committee wanted this data, it could be provided.

Moved by Councillor Phil Smith and seconded by Councillor Vicky Waplington  
**RESOLVED** that the report be noted.

## CUSTOMER SERVICES SCRUTINY COMMITTEE

### CS18-24/25 REVIEW OF EFFECTIVENESS OF COUNCIL'S WASTE COLLECTION AND DISPOSAL EDUCATION

The Scrutiny Officer presented the report on the Effectiveness of the Council's Waste Collection and Disposal Education to Committee.

The Committee had agreed to undertake a review of the Council's waste collection and disposal education as part of the 2024-25 Work Programme. This was initially due to concerns of contamination rates within recycling collections.

The aim of the review was to ensure that the Council's approach to waste disposal advice and education was reaching all target audiences to reduce current contamination rates and improve recycling rates.

The key findings included: identified confusion over the burgundy bin; the struggle post-COVID-19 to regenerate school programmes on recycling; that Council acknowledged the introduction of food waste recycling from 1<sup>st</sup> April 2026; and that the Council considers the accessibility of communication services.

A Member asked why there had been a focus on younger members of society. The Chair and Scrutiny Officer explained that while a focus on young people had taken place, it was to address the reduction of interaction between schools and the Council on recycling. It was also noted that older people were more likely to use the Council's website, InTouch magazine, and the bin calendars to know what could and could not be recycled; a balance between ages needed to be reached.

On a question regarding carbon reduction, the Scrutiny Officer stated the effects of the review would be known in 2024/25.

Moved by Councillor Rita Turner and seconded by Councillor Louise Fox  
**RESOLVED** that the report be noted.

### CS19-24/25 CUSTOMER SERVICES SCRUTINY COMMITTEE WORK PROGRAMME

The Scrutiny Officer explained the Work Programme attached at Appendix 1 was a fluid document and items could be added and removed when the Committee wanted.

Moved by Councillor Louise Fox and seconded by Councillor Phil Smith  
**RESOLVED** that the work programme be noted.

*Councillors Anne Clarke, Jeanne Rospin, Jane Yates and the Assistant Director Housing Management and Enforcement, the Assistant Director Planning and Planning Policy, the Principal Planning Policy Officer, the Housing Options Manager and Housing Strategy and Development Officer left the meeting.*

The formal part of the meeting concluded at 10:29 hours and Members then met as a working party to continue their review work. The working party concluded at 10:56 hours.





## Bolsover District Council

### Meeting of the Customer Services Scrutiny Committee on 16<sup>th</sup> September 2024

### Annual Letter from the Local Government & Social Care Ombudsman 2023/24

### Report of the Portfolio Holder for Health & Wellbeing

<b>Classification</b>	This report is Public
<b>Report By</b>	Pam Brown Director for Executive, Customer Services, Communications, Governance and Partnerships Telephone: 01246 242499 Email: <a href="mailto:Pam.Brown@bolsover.gov.uk">Pam.Brown@bolsover.gov.uk</a>
<b>Contact Officer(s)</b>	Lesley Botham Customer Service, Complaints & Standards Manager Telephone: 01246 242230 Email: <a href="mailto:Lesley.botham@bolsover.gov.uk">Lesley.botham@bolsover.gov.uk</a>

### PURPOSE/SUMMARY OF REPORT

To provide Scrutiny with information contained within the Annual Letter from the Local Government & Social Care Ombudsman (LGSCO) 2023/24

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### 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 31<sup>st</sup> March 2024. 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 LGSCO received 8 enquiries and complaints during 2023/24, 3 were closed after initial enquiries, 3 referred back for local resolution/internal complaints process 1 case was invalid or incomplete. (1 decision received May 24 – closed after initial enquiries)

1.3 The Annual Letter 2024 (Appendix 1) and supporting information is attached.

Benchmarking information – (CIPFA) Nearest Neighbour

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

By way of background information, the LGSCO upheld 80% of complaints submitted to them in 2023/24 (up from 74% in 2022/23) with the average being 63% for similar authorities.

	Detailed investigations	Upheld complaints (average for similar authorities - 63%)	Compliance rate	Satisfactory remedy before complaint reached the Ombudsman
Ashfield District Council	2	1 (50%)	No recommendations were due for compliance in this period	1
Bassetlaw District Council	2	1 (50%)	100%	0
<b>Bolsover District Council</b>	<b>0</b>	<b>0</b>	<b>No recommendations were due for compliance in this period</b>	<b>0</b>
Chesterfield Borough Council	2	1 (50%)	100%	0
Erewash District Council	0	0	No recommendations were due for compliance in this period	0
Mansfield District Council	2	2 (100%)	100%	0
NE Derbyshire District Council	4	3 (75%)	100%	0

**2. Details of Proposal or Information**

2.1 N/A

**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 2023/24.

**4. Alternative Options and Reasons for Rejection**

4.1 None.

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## **RECOMMENDATION(S)**

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

Approved by Councillor M Dooley Port Folio holder for Health & Wellbeing

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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 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

**Environment:**            Yes             No

**Details:**

There are no areas contained within this report

On behalf of the climate change lead Officer

**Staffing:**            Yes             No

**Details:**

There are no staffing implications contained within this report

On behalf of the Head of Paid Service

## **DECISION INFORMATION**

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

<p><b>District Wards Significantly Affected</b></p>	<p>(please state which wards or state All if all wards are affected)</p> <p>All</p>
<p><b>Consultation:</b>  <b>Leader / Deputy Leader</b> <input checked="" type="checkbox"/> <b>Executive</b> <input checked="" type="checkbox"/>  <b>SLT</b> <input checked="" type="checkbox"/> <b>Relevant Service Manager</b> <input checked="" type="checkbox"/>  <b>Members</b> <input type="checkbox"/> <b>Public</b> <input type="checkbox"/> <b>Other</b> <input type="checkbox"/></p>	<p>Details:</p>

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

<b>DOCUMENT INFORMATION</b>	
<b>Appendix No</b>	<b>Title</b>
1:	Annual Letter from the Local Government & Social Care Ombudsman 2023/24
2:	Excel workbook: Complaints Received Complaints Decided Compliance

<p><b>Background Papers</b></p> <p><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></p> <p><b>None</b></p>
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17 July 2024

*By email*

Ms Hanson  
Head of Paid Service  
Bolsover District Council

Dear Ms Hanson

### **Annual Review letter 2023-24**

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 2024. The information offers valuable insight about your organisation's approach to complaints, and I know you will consider it as part of your corporate governance processes. As such, I have sought to share this letter with the Leader of your Council and Chair of the appropriate Scrutiny Committee, to ensure effective ownership and oversight of complaint outcomes, which offer valuable opportunities to learn and improve. In addition, this year, we have encouraged Monitoring Officers to register to receive the letter directly, supporting their role to report the decisions we uphold to their council.

For most of the reporting year, Paul Najsarek steered the organisation during his tenure as interim Ombudsman, and I was delighted to take up the role of Ombudsman in February 2024. I look forward to working with you and colleagues across the local government sector to ensure we continue to harness the value of individual complaints and drive and promote systemic change and improvement across the local government landscape.

While I know this ambition will align with your own, I am aware of the difficult financial circumstances and service demands that make continuous improvement a challenging focus for the sector. However, we will continue to hold organisations to account through our investigations and recommend proportionate actions to remedy injustice. Despite the challenges, I have great confidence that you recognise the valuable contribution and insight complaints, and their swift resolution, offer to improve services for the public.

### **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. This year, we also provide the number of upheld complaints per 100,000 population.

**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 give credit to 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 24 July 2024. 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**

In February, following a period of consultation, we launched the [Complaint Handling Code](#) for councils, setting out a clear process for responding to complaints effectively and fairly. It is aligned with the Code issued to housing authorities and landlords by the Housing Ombudsman Service and we encourage you to adopt the Code without undue delay. Twenty councils have volunteered to take part in an implementation pilot over the next two years that will develop further guidance and best practice.

The Code is issued to councils under our powers to provide guidance about good administrative practice. We expect councils to carefully consider the Code when developing policies and procedures and will begin considering it as part of our processes from April 2026 at the earliest.

The Code is considered good practice for all organisations we investigate (except where there are statutory complaint handling processes in place), and we may decide to issue it as guidance to other organisations in future.

Our successful complaint handling training programme continues to develop with new modules in Adult Social Care and Children's Services complaint handling available soon. All our courses include practical interactive workshops that help participants develop their complaint handling skills. We delivered 126 online workshops during the year, reaching more than 1,700 people. To find out more visit [www.lgo.org.uk/training](http://www.lgo.org.uk/training) or get in touch at [training@lgo.org.uk](mailto:training@lgo.org.uk).

Returning to the theme of continuous improvement, we recognise the importance of reflecting on our own performance. With that in mind I encourage you to share your view of our organisation via this survey: <https://www.smartsurvey.co.uk/s/ombudsman/>. Your responses will help us to assess our impact and improve our offer to you. We want to gather a range of views and welcome multiple responses from organisations, so please do share the link with relevant colleagues.

Yours sincerely,



Amerdeep Somal  
Local Government and Social Care Ombudsman  
Chair, Commission for Local Administration in England

**Complaints upheld**

The Ombudsman carried out no investigations in this period

**Compliance with Ombudsman recommendations**

No recommendations were due for compliance in this period

**Satisfactory remedy provided by the organisation**

The Ombudsman did not uphold any complaints in this period

Reference	Authority	Category	Received
23005737	Bolsover District Council	Planning & Development	24/07/23
23006337	Bolsover District Council	Housing	02/08/23
23011074	Bolsover District Council	Housing	26/10/23
23011372	Bolsover District Council	Benefits & Tax	26/10/23
23011551	Bolsover District Council	Corporate & Other Services	29/10/23
23017794	Bolsover District Council	Housing	19/02/24
23019048	Bolsover District Council	Corporate & Other Services	26/02/24
23020164	Bolsover District Council	Housing	15/03/24

Reference	Authority	Category	Decided	Decision	Decision Reason
23005737	Bolsover District Council	Planning & Development	17/08/23	Closed after initial enquiries	Not warranted by alleged fault
23006337	Bolsover District Council	Housing	02/08/23	Referred back for local resolution	Premature Decision - advice given
23011074	Bolsover District Council	Housing	26/10/23	Referred back for local resolution	Premature Decision - advice given
23011372	Bolsover District Council	Benefits & Tax	26/10/23	Referred back for local resolution	Premature Decision - advice given
23011551	Bolsover District Council	Corporate & Other Services	08/11/23	Closed after initial enquiries	Not warranted by alleged injustice
23017794	Bolsover District Council	Housing	27/03/24	Closed after initial enquiries	Sch 5.5A/5.5B Social housing landlord
23020164	Bolsover District Council	Housing	15/03/24	Incomplete/Invalid	Insufficient information to proceed and PA advised

Reference	Authority	Category
No compliance data recorded during the period		



## Explanatory notes

### Cases received:

Cases with a recorded received date between 1 April 2023 and 31 March 2024. Status as of 9 April 2024.

### Cases decided:

Cases with a recorded decision date between 1 April 2023 and 31 March 2024. Status as of 9 April 2024. Some cases may have been reopened since that date, with either a decision outcome pending or a new decision outcome recorded.

We report our decisions by the following outcomes:

**Invalid or incomplete:** We were not given enough information to consider the issue.

**Advice given:** We provided early advice or explained where to go for the right help.

**Referred back for local resolution:** We found the complaint was brought to us too early because the organisation involved was not given the chance to consider it first.

**Closed after initial enquiries:** We assessed the complaint but decided against completing an investigation. This might be because the law says we're not allowed to investigate it, or because it would not be an effective use of public funds if we did.

**Upheld:** We completed an investigation and found evidence of fault, or we found the organisation accepted fault early on.

**Not upheld:** We completed an investigation but did not find evidence of fault.

### Compliance outcomes:

Cases with a recorded remedy achieved date between 1 April 2023 and 31 March 2024. Status as of 15 May 2024. The relevant date is the date of compliance with the recommendations (for example, the date on an apology letter) rather than the date the evidence is provided to us. If we were notified after 15 May 2024 of a remedy achieved before 31 March 2024, this will not be included here.

Some cases may be marked as 'Remedy completed late' even when the remedy achieved date is before the remedy target date. This happens because the target date covers all remedies (service improvements and personal remedies). As service improvements often have a longer timescale for completion, we will mark a case as 'completed late' where this longer timescale is met, but the personal remedy was provided late.

**Bolsover District Council**

**Meeting of the Customer Services Scrutiny Committee on 16<sup>th</sup> September 2024**

**Customer Service Standards/ Compliments, Comments and Complaints**  
**Report 24/25 1<sup>st</sup> April 2024 to 30<sup>th</sup> June 2024**

**Report of the Portfolio Holder for Health & Wellbeing**

<b>Classification</b>	This report is Public
<b>Report By</b>	Pam Brown Director for Executive, Customer Services, Communications, Governance and Partnerships Telephone: 01246 242499 Email: <a href="mailto:Pam.Brown@bolsover.gov.uk">Pam.Brown@bolsover.gov.uk</a>
<b>Contact Officer(s)</b>	Lesley Botham Customer Service, Complaints & Standards Manager Telephone: 01246 242230 Email: <a href="mailto:Lesley.botham@bolsover.gov.uk">Lesley.botham@bolsover.gov.uk</a>

**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> April 2024 to 30<sup>th</sup> June 2024.
- 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 70% of incoming calls to be answered within 20 seconds.**

Revenues ‘direct dial’ achieved 81% for Quarter 1.

**Target – Benefits 80% of incoming calls to be answered within 20 seconds.**

Benefits ‘direct dial’ achieved 95% for Quarter 1.

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

###### **Telephones**

**Target - 80% of incoming calls to be answered within 20 seconds.**

Contact Centres achieved 72% for quarter 1 (20,131 calls answered).

###### **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> April 2024 to 30th June 2024:

- 8,529 email enquiries (in Q1) from the public were received through [enquiries@bolsover.gov.uk](mailto:enquiries@bolsover.gov.uk)
- All 100% were acknowledged within one working day
- 99.7% were replied to in full within 8 working days with 5 emails over target 8 working days for Q1.

## Live Chat

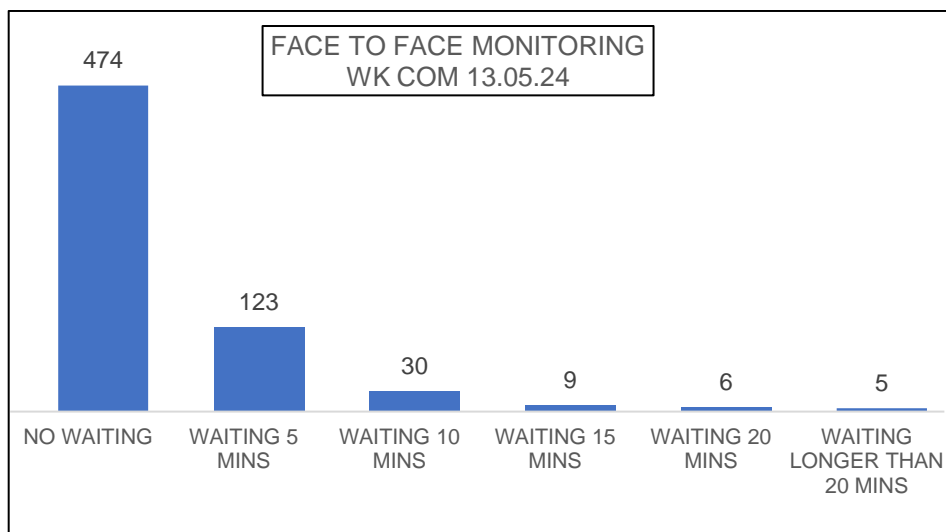
**Target - 90% of incoming Live Chats to be answered within 20 seconds.**

Contact Centres achieved 90% for quarter 1 (822 chats answered).

## Face to Face

During Q1 8,628 visitors to Contact Centres and the Meet & Greet Reception desk.

Annual Face to Face Monitoring undertaken week commencing 13.05.24 across all 4 contact centres and Meet & Greet reception to measure waiting times. 73% customer were served within 20seconds (647 face to face contact in total) majority of enquiries are for Housing/Repairs and Revenues.



### 2.1.3 Corporate Telephone Standard (Appendix 2)

**Target - 90% to be answered within 20 seconds.**

Appendix 2 shows the performance between 1st April 2024 and 30<sup>th</sup> June 2024 by quarterly period.

The report identifies Quarter 1 **89%** of incoming calls are being answered corporately within 20 seconds cumulatively, which is just below standard.

The majority of departments achieved and exceeded the corporate target of 90%, with the exception of the following departments Revenues and Benefits, Housing Repairs & Joint ICT.

**Target – 10% Unanswered Calls (Abandoned).**

Appendix 2 shows the performance between 1st April 2024 and 30<sup>th</sup> June 2024 by quarterly period. The report identifies Quarter 1, **6%** of incoming calls direct to service areas are not being answered which is within the target, service areas not meeting target are highlighted on Appendix 2.

## 2.2 Compliments, Comments and Complaints

### Compliments

Appendix 3 (A) shows the number of written compliments received for the period by department. In total **51** written compliments were received during Q1 1<sup>st</sup> April to 30<sup>th</sup> June 2024. Compliments were received from customers who appreciated excellent service.

Go Active Customer Feedback Form  
Compliments recorded Q1 - 41

### Comments

Appendix 3 (B) shows the number of written comments received for the period Q1 1<sup>st</sup> April to 30<sup>th</sup> June 2024, **8** 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.

Go Active Customer Feedback Form  
Comments and Suggestions Q1 - 2

### Complaints

New Ombudsman Code requirements April 2024.

### Stage One Complaints

Appendix 3 (C, D) shows the number of Stage One complaints and M.P. enquiries received by department, **86** Stage One complaints Q1 1<sup>st</sup> April to 30<sup>th</sup> June 2024 and **32** M.P. enquiries during this same period.

100% Stage One complaints and 100% M.P. enquiries were responded to within our customer service standard of 10 working days.

Go Active Customer Feedback Form  
Complaints recorded and resolved by Duty Manager Q1 - 4

### Stage Two Complaints

Appendix 3 (E) shows the number of Stage Two complaints received for the period by department. These are complainants who have already made a stage One complaint and still feel dissatisfied. During this period **15** Stage Two complaints were received all of which were responded to within the standard of 20 working days.

100% Stage Two complaints were responded to within our customer service standard of 20 working days.

## Ombudsman

2 Ombudsman complaints have been received for Q1 1<sup>st</sup> Apr to 30<sup>th</sup> Jun 2024.  
(1 case – No Fault/Investigation 1- case awaiting outcome)

## Service Improvements

In April 2024, the Compliments, Comments and Complaints Policy was amended to reflect the Housing Ombudsman and Local Government Ombudsman new Complaint Handling Codes. Within this code, the Ombudsman has requested that the Council identifies and records service improvements as a result of complaints. The following service improvements have been identified in Q1:

- The Planning Department reviewed their disability requirements within the Interview Under Caution documents to ensure they meet DAA Standards.
- The Grounds Maintenance Team have identified an area where they will no longer spray with herbicide to protect the wildlife in the area.
- Contact Centre Advisors have been reminded that cash payments can be taken after 4pm via a manual receipt process.
- The Refuse Department have changed a customer's collection to kerbside to prevent recurring collection issues.
- ICT Developers Identified and rectified an issue on the Customer Information System (CIS) for the Street Scene Department who were unable to see proofs which were uploaded.
- The ICT Developers have updated the Self Service script for complaints to allow a larger file upload.
- The Revenues Department have made an amendment to a letter template.
- Customer service team have created an email template for 'companion' bus pass enquiries.
- The Property Services Team have reviewed their procedures to ensure tenants expectations are set out regarding defect periods.
- The Revenues Department are posting reminders earlier in the week so the weekend does not have an effect on delivery.
- The Dragonfly Repairs Team have implemented a fully automated system for fire alarms and CO2 monitor servicing so this cannot go out of date.
- A Contractor has implemented a measure to inform the Council should they not be able to fulfil their contracted hours so the Council can inform the customer.
- The Central Control Officer must refer calls of a similar nature to the complaint received to their line Manager prior to responding.
- The Revenues Department have implemented a system where an Officer will look through complaints each day so they can be forwarded to the Complaints Officer within timescales.
- All wording within the Council's publications, Bolsover TV and news releases to be checked by the Council's Directors and Council Leader before issuing to prevent misinterpretation.
- The Revenues Department have implemented procedures to prevent the issue of a complaint reoccurring including correspondence being viewed separately, in a timely manner and Officers being informed of any call backs.

## Regulator of Social Housing

Bolsover District Council has been graded C2 by the Regulator of Social Housing following their inspection in May.

The Regulator commented that the Council had a low level of complaints and that they were answered promptly. Improvements have been given to the Council in order to achieve a C1. For complaints the regulator expects the Council to produce an improvement plan to show how we can undertake trend analysis, learning and consideration of the fairness and effectiveness of complaints. This is something that the Complaints Team will be working with the Housing Department to achieve.

### **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 M Dooley Port Folio holder for Health & Wellbeing

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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**

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

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

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



<b>DOCUMENT INFORMATION</b>	
<b>Appendix No</b>	<b>Title</b>
1.	Customer Service Standards monitoring 01/04/24 to 30/06/24
2.	Telephony performance 01/04/24 to 30/06/24
3.	Compliments, Comments and Complaints: A. Compliments by department 01/04/24 to 30/06/24 B. Comments by department 01/04/24 to 30/06/24 C. Stage One complaints 01/04/24 to 30/06/24 D. Stage Two complaints by department 01/04/24 to 30/06/24 E. M.P Enquiries 01/04/24 to 30/06/24

<b>Background Papers</b>
<b>None</b>

APPENDIX 1 – Customer Service Standards Monitoring 01/04/24 – 30/06/24

Key Customer Service Standards - Performance Monitoring - 2024/2025															
Period	Telephone Standards						E-mail Standards			Live Chat		Written Complaints			
	No. of Incoming Calls Answered(Direct Dial)	% of Calls Answered within 20 Seconds	No. of Incoming Calls Answered - 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 One)	% Responded to within 10 Working Days	No. of M.P. Enquiries Received	% Responded to within 10 Working Days
Target		90%		80%	70%	80%		100%	100%		90%		100%		100%
April to June	23,767	89%	19,337	72%	81%	95%	8,529	100%	100%	822	90%	86	100%	32	100%
Quarter 1 Cumulative	23,767	89%	19,337	72%	81%	95%	8,529	100%	100%	822	90%	86	96%	32	91%
July to September															
Quarter 2 Cumulative	23,767	89%	19,337	72%	81%	95%	8,529	100%	100%	822	90%	86	100%	32	100%
October to December															
Quarter 3 Cumulative	23,767	89%	19,337	72%	81%	95%	8,529	100%	100%	822	90%	86	100%	32	100%
January to March															
Quarter 4 Cumulative	23,767	89%	19,337	72%	81%	95%	8,529	100%	100%	822	90%	86	100%	32	100%

APPENDIX 2 –Telephony Performance 01/04/24 – 30/06/24

2024/25 Q1 April - June Target - 90% to be answered within 20 seconds Target - 10% Unanswered Calls (Abandoned)		Q1				
Department (by directorate)	Total Calls Received	Total Calls Answered	Total Calls Answered within 20s	% Answered within 20s	Abandoned /Lost calls	% Abandoned calls
<b>Services</b>						
<b>Services Director Executive, Governance, Customer Services &amp; Partnerships</b>	14	9	8	88%	5	36%
Customer Services	130	100	98	98%	30	23%
HR & Payroll	221	195	192	98%	26	12%
Partnership Team	9	6	6	100%	3	33%
Communications	84	76	76	100%	8	10%
Executive						
<b>Services Director Fiance &amp; Section 151 Officer</b>	17	16	16	100%	1	6%
Finance & Accountancy	132	120	117	97%	12	9%
Revenues & Benefits	10400	10367	8803	85%	33	0%
Joint ICT	933	889	728	81%	44	5%
Audit						
<b>Services Director Corporate &amp; Legal Services and Monitoring Officer</b>	37	35	35	100%	2	5%
Legal	14	14	14	100%	0	0%
Elections	311	250	240	96%	61	20%
Governance	59	52	49	94%	7	12%
Procurement	35	20	19	95%	15	43%
Performance & Improvement	58	35	35	100%	23	40%
Scrutiny	20	19	18	94%	1	5%
<b>Total</b>	<b>12474</b>	<b>12203</b>	<b>10454</b>	<b>86%</b>	<b>271</b>	<b>2%</b>
<b>Strategy</b>						
<b>Strategic Director of Services</b>	20	19	19	100%	1	5%
Planning & Planning Policy	745	690	653	95%	55	7%
Joint Environmental Health	2351	2260	2066	91%	91	4%
Housing Management & Enforcement	3293	2982	2786	93%	311	9%
Corporate Health & Safety	57	31	29	93%	26	46%
Street Scene	1746	1580	1502	95%	166	10%
Leisure, Health & Well Being	1407	1029	984	96%	378	27%
	<b>9619</b>	<b>8591</b>	<b>8039</b>	<b>94%</b>	<b>1028</b>	<b>11%</b>

<b>Dragonfly</b>						
<b>Dragonfly Development Ltd Director</b>	1	1	1	100%	0	0%
Repairs	2413	2283	2005	87%	130	5%
Economic Development	56	46	44	95%	10	18%
Facilities	146	141	140	99%	5	3%
Property & Commercial	273	236	231	97%	37	14%
Property Services	272	262	253	96%	10	4%
Engineers	4	4	4	100%	0	0%
<b>Total</b>	<b>3165</b>	<b>2973</b>	<b>2678</b>	<b>90%</b>	<b>192</b>	<b>6%</b>
	<b>25258</b>	<b>23767</b>	<b>21171</b>	<b>89%</b>	<b>1491</b>	<b>6%</b>
<b>Does not meet target</b>						

Appendix 3 (A) Compliments by Department 01/04/24 – 30/06/24

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

Q1 COMPLIMENTS SUMMARY 2024/25					
MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department
Apr-24	1	Bolsover	The Customer had 3 different queries which the Customer Advisor helped them with. The Customer Advisor was very helpful and explained everything to them a way they appreciated.	Contact Centre	3
	1	Clowne	Wanted to thank the Customer Advisor for their advice regarding financial help available.		
	1	Pinxton	Would like to thank the Customer Advisor with how amazing they were with him helping them with their bus pass. It was all explained to him and now their card is finally complete thanks to the Advisors help.		
	1	Clowne	Would like to thank the Council for a warm welcome into the Tenant Participation Group, they want to thank all involved for giving them an exciting opportunity to become more involved.	Housing	2
	1	South Normanton	Customers first ever viewing for any council property anywhere was made completely easy for them, the Housing Needs Assistant explained everything in detail and was generally a very warm, welcoming and friendly person and would like to pass on their thanks.		
	2	Bolsover	Customer would like to pass on a massive thanks to the Repairs Operatives who came and did their floor in their kitchen and also to the Operatives who replumbed their appliances, they were all amazing.	Housing Repairs and Maintenance	5
		The customer has advised that the Councils Electrical Contractor are excellent and have fixed an issue for them.			

1	New Houghton	Wanted to thank the repairs contractor for doing a good job on the replacement glass in their window.		
1	South Normanton	The customer would like to thank the work man who repaired a hole and prevented pests they were getting.		
1	Whitwell	Wanted to thank the Repairs Operatives who attended their repairs, they were punctual, friendly and very efficient. Thanked them for the excellent service.		
1	Creswell	Was very grateful for the Benefit Officers assistance, who went through an online form with them as they were unable to go to the Contact Centre due to having a stroke and they do not have access to the internet. They also expressed how happy they were to have submitted their claim form.	Revenues	2
1	Pinxton	Thanked the Benefits Officer for their prompt and professional service.		
1	Astwith	Customer would like to thank the Grounds Maintenance team for clearing away the fly tipping they had reported so quickly.		
2	Bolsover	Visited Bolsover Castle over the weekend and noticed how nice the town was and that the flowers were very nice.		
		Wanted to pass on their thanks to the Street Scene Department for their prompt action this morning. The road was thoroughly swept and cleaned outside their house by 8am.		
1	Clowne	Would like to compliment the Grounds Maintenance Team for clearing their path, they are very grateful for the work that has been done.	Street Scene	6
1	Glapwell	The customer would like to thank the Refuse Co-ordinators for the service received when adding them to the assisted list.		
1	Pinxton	The Road Sweeper has done a great job, they got as close as possible to parked cars to clean as much as possible and it looked 100% better when they had done. A job very well done!		
<b>Total compliments for April 2024. Split by department</b>				<b>18</b>
<b>Total compliments for April 2024.</b>				<b>18</b>

May-24	2	Bolsover	<p>The customer would like to thank the Customer Advisor who arranged the mop up for all 6 missed bins on the street.</p> <p>Customer was very impressed and grateful for the service and the Customer Advisor she spoke to</p>	Contact Centre	5
			Customer has said that every time they make contact with the Council the service is brilliant. Everyone is friendly, helpful and does their best to assist with any request.		
	1	Langwith Junction	Customer has advised that the Customer Advisor was friendly, patient and genuinely wanted to help. The customer felt helped and listened to. The Customer Advisor sorted every issue they had included ones from previous occasions, they actively listed and checked every detail recorded was correct. The Customer Advisor is a credit to the Council and deserves recognition for their hard work. They left the call grateful to the Customer Advisor for going above and beyond to help. Excellent exemplary customer service and the best they have encountered with the Council.		
	1	Newton	Customer thanked the Customer Advisor and Repairs Co-ordinator for all their time and effort in sorting their radiators.		
	1	Shirebrook	Customer wanted to pass on their thanks for the help received for payments at the kiosk and that the Customer Advisor is always delightful and helpful.	Environmental Health	1
	1	Unknown	Customer wanted to praise the Environmental Health Officer as they are amazing at their job and went above and beyond to help them move properties. They are a credit to the team and they wished to recognise how much they helped them.		
	1	Bolsover	Customer has said that every time they make contact with the Council the service is brilliant. Everyone is friendly, helpful and does their best to assist with any request.		
	1	Unknown	Customer thanked the Housing Options Officer for making them feel at ease, taking the time to speak through their options and always being at the end of the phone when they were needed. The Housing Options Officer is a credit to the team, very good at their job, went above and beyond and they will forever be thankful. This Housing Options Officer has changed the customers faith within the Council Housing System.	Housing	3

1	Unknown	Customer thanked the Housing Options Officer for understanding what the customer needed and for all the help provided		
1	Barlborough	Customer wanted to thank one of the Leisure Duty Managers for always being extremely polite, helpful and accommodating, nothing is too much trouble. The Duty Manager always ensures customers needs are met assisting in numerous ways, including practical assistance, technical assistance and advice / information. The Duty Manager has made them feel valued as a loyal customer which they greatly appreciate and the customers feels assured that issues are raised and resolved when possible, even if they are busy and under pressure.	Leisure	2
1	Unknown	Customer would like to thank the Physical Activity & Sports Development Manager for arranging a Leisure activity session which all the members really enjoyed.		
1	Blackwell	Customer wanted to let us know that the gates look pretty good and the work guys worked really hard today and did a good job		
1	Bolsover	Customer thanked the Council's Contractor for the exceptionally good, professional and caring way they installed a wet room and extended the back door step. They are grateful for the wet room but also that the staff took the greatest care of them and the property. The repair operatives were a credit to the company.		
1	Clowne	Customer would like to thank the electrician that repaired her fan in the bathroom Wed/Thu this week. She said he was a very nice person and did a wonderful repair job. He cleaned up the area beautifully	Housing Repairs and Maintenance	6
2	Newton	Customer thanked the Customer Advisor and Repairs Co-ordinator for all their time and effort in sorting their radiators.		
		Customer rang to say that she had reported she had no heating in April this year and wanted to thank the engineer who came out so promptly. She said it had simply been the batteries had gone in her thermostat but she was very grateful that the engineer had called out so quickly after her call		



	1	Tibshelf	The Repairs Operative was very polite and the customer wanted to thank them. They were conscientious and passionate about the work they did.		
	1	Clowne	Customer has praised the Revenues Officer for being helpful and lovely.	Revenues	2
	1	Mastin Moor	Customer wanted to thank the Revenues Officer for sorting out the backdating of the carer discount. 'Your a Star'		
	1	Bolsover	Customer has said that every time they make contact with the Council the service is brilliant. Everyone is friendly, helpful and does their best to assist with any request.	Street Scene	1
<b>Total compliments for May 2024. Split by department</b>					<b>20</b>
<b>Total compliments for May 2024.</b>					<b>17</b>
Jun-24	3	Whitwell	Tenant thanked the Tenancy Officer for providing support and making use of an available grant for floor coverings, Inspector for spending time to ensure the tenant was aware of the repairs system and advice regarding alterations and to the Call Centre for being patient when at times the Tenant has felt stressed and upset. Kindness and patience appreciated.	Contact Centre	3
			Customer was thankful for the support that the Customer advisor had given in arranging for a street sweeper to the customers address to clear the mess up on the pavement left by a horse.		
			Customer would like to thank the Customer advisor who took the call as she was so helpful, it was exemplary.		
	1	Pinxton	Customer would like to thank the Housing Allocations Manager for all the background work done with regards to an application for a bungalow.	Housing	5
	1	Shirebrook	Customer would like to thank the Housing Options Officer for all the help given finding them a property		
	1	South Normanton	Customer would like to thank the Housing Allocations Manager and the repairs team for all the help provided in getting the house ready for sign up asap		
1	Unknown	Customer would like to thank the Careline Staff who saw their mother whilst they had the fall bracelet, it gave them peace of mind if they were not there.			

1	Whitwell	Tenant thanked the Tenancy Officer for providing support and making use of an available grant for floor coverings, Inspector for spending time to ensure the tenant was aware of the repairs system and advice regarding alterations and to the Call Centre for being patient when at times the Tenant has felt stressed and upset. Kindness and patience appreciated.		
1	Pinxton	Customer would like to thank the Repairs Operator for doing an excellent job following on from a complaint that the customer raised.	Housing Repairs and Maintenance	3
1	South Normanton	Customer would like to thank the Housing Allocations Manager and the repairs team for all the help provided in getting the house ready for sign up asap		
1	Whitwell	Tenant thanked the Tenancy Officer for providing support and making use of an available grant for floor coverings, Inspector for spending time to ensure the tenant was aware of the repairs system and advice regarding alterations and to the Call Centre for being patient when at times the Tenant has felt stressed and upset. Kindness and patience appreciated.		
1	Killamarsh	Customer would like to thank the leisure reception staff for all her help	Leisure	1
1	Unknown	Customer would like to thank all the Partnership team for the assistance provided in the projects success and the efforts in promoting it within the community were commendable	Partnership and Transformation	1
1	Unknown	Customer would like to advise that the Planners care and attention to the process of their application has been exemplary and wishes to thank them for their advice and prompt communication throughout.	Planning	1
1	South Normanton	Customer would like to say thank you to the engineers who attended a blocked drain. The blockage was due to having a new roof fitted and the engineers not only sorted the problem but pointed out several other issues that the customer was not aware of. Great Service from the Engineers Team.	Property Services	2
1	Whitwell	Customer wanted to thank the Engineers who were very helpful and noticed that she has a missing tile on her roof which she was very grateful for the engineers telling her.		

1	Clowne	Customer would like to thank the benefit officer for all her help with an ongoing claim.	Revenues	1
1	Barlborough	Customer would like to thank all the bin crews who empty her bins, she said that they are all amazing.	Street Scene	3
1	Shirebrook	Customer would like to thank the Grounds Maintenance Operatives who cut their garden, everything was tidy and safe and did a good job.		
1	Whitwell	Customer was thankful for the support that the Customer advisor had given in arranging for a street sweeper to the customers address to clear the mess up on the pavement left by a horse.		
<b>Total compliments for June 2024. Split by department</b>				<b>20</b>
<b>Total compliments for June 2024.</b>				<b>16</b>

<b>Total compliments for Q1 2024-2025. Split by department</b>				<b>58</b>
<b>Total compliments for Q1 2024-2025.</b>				<b>51</b>

Appendix 3 (B) Comments by Department 01/04/24 – 30/06/24

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

<b>Q1 COMMENTS SUMMARY 2024/25</b>					
<b>MONTH</b>	<b>No. of reports per parish</b>	<b>PARISH</b>	<b>Comment Header</b>	<b>Service Area</b>	<b>Numbers Per Department</b>
<b>Apr-24</b>	1	South Normanton	Customer has heard of the Council's ambition to create a go kart track and feels this should be incorporated with a facility for young motorcyclists where they can ride in a safe environment and learn motorcycle maintenance. They know of a successful project like this and would gladly offer their time and knowledge.	Economic Development	1
	1	Glapwell	Customer has advised that a BDC van has used a road which is for access only.	Housing	1
	1	Unknown	Customer felt the advantages of the family membership, price and instalment options at Go! Active meant the single membership was disadvantaged.	Leisure	1
	1	Glapwell	Customer has advised that a BDC van has used a road which is for access only.	Housing Repairs and Maintenance	1
	1	Bolsover	Customer placed a small amount of extra recycling in a box beside their bin on burgundy bin collection day. The bin was emptied but the box was ignored. Website says a small amount of extra recycling will be collected	Street Scene	2
	1	Glapwell	Customer has advised that a BDC van has used a road which is for access only.		
<b>Total comments for April 2024. Split by department</b>					<b>6</b>
<b>Total comments for April 2024.</b>					<b>4</b>

May-24	1	Glapwell	Comment regarding the money the Council spend in terms of improving the community and not spending it on things such as skateparks	Leisure	1
	1	Clowne	Customer noticed that the Council has cut the grass verge a lot wider than is necessary.	Street Scene	1
<b>Total comments for May 2024. Split by department</b>					<b>2</b>
<b>Total comments for May 2024</b>					<b>2</b>
Jun-24	1	Steetley	Customer has raised a litter picking request. The customer has commented that litter should not be dropped causing a need for litter pickers. They are thankful for the service the Council have.	Housing	1
	1	Bolsover	Customer thinks the hedges need to be trimmed and a sign put up so drivers are slower at The Arc car park in Clowne.	Property Services	1
	1	Bolsover	Customer thinks the hedges need to be trimmed and a sign put up so drivers are slower at The Arc car park in Clowne.	Street Scene	2
	1	Steetley	Customer has raised a litter picking request. The customer has commented that litter should not be dropped causing a need for litter pickers. They are thankful for the service the Council have.		
<b>Total comments for June 2024. Split by department</b>					<b>4</b>
<b>Total comments for June 2024</b>					<b>2</b>

APPENDIX 3 (C) – Complaints by Department 01/04/24 – 30/06/24

Please note that some Stage One complaints were for 2 or more departments.

Q1 Stage 1 Complaints SUMMARY 2024/25							
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department		
Apr-24	1	Unknown	Customer was not happy with a Customer Advisors attitude who informed them that the Contact Centre had closed and they were unable to take their payment.	Contact Centre	1		
	1	Whitwell	Customer claims that their neighbour is using their garage as a car repair centre.	Environmental Health	1		
	2	Bolsover	Customer is not happy with the attitude of the housing officer.	Housing	7		
			Customer is complaining about their neighbours antisocial behaviour and that the Council have allowed them to erect a fence blocking their access.				
	1	Clowne	Customer is not happy that their rent payments have gone up by £40 a month.				
	1	Shirebrook	Customer is not happy that the Housing department have requested medical evidence from their GP when multiple professionals have already provided this evidence.				
	2	Unknown	Customer has found themselves homeless and advises that the Council have not helped them secure accommodation as a vulnerable adult.				
			Customer made an application in January 2024 and has not had any correspondence since this date.				
	1	Whitwell	The customer does not believe that the Council have followed The Victims Code when requesting to move properties.				
	1	South Normanton	Customers toilet is leaking and the Repairs department have advised they are not eligible for a new cistern.			Housing Repairs and Maintenance	2
	1	Whitwell	Customer has complained about ongoing damp in the property and repairs that aren't being fully looked at and resolved.				
1	Unknown	Customer is complaining regarding the legality of the Councils Constitution, specifically Planning Protocol.	Legal			1	

1	Clowne	The customer believes that the Council have failed them in their Planning Application and caused distress. They advise their Planning Application was accepted but has been sent to enforcement following a change in officers despite not breaching any conditions.	Planning	2
1	Whitwell	Customer claims that their neighbour is using their garage as a car repair centre.		
1	Bolsover	Customer has reported they have had issues with mould and damp following their Council neighbours roof replacement and they do not believe this has been looked at fairly.	Property Services	1
1	Whitwell	Customer claims that their neighbour is using their garage as a car repair centre.		
1	Out of Area - Danesmoor	Customer is not happy with the wording on the Council Tax Notice of Exemption letters for executors.	Revenues	3
1	South Normanton	Customer is not happy with the handling of the council tax debt		
1	Barlborough	Customer is on the rural route and their burgundy bin is regularly missed.		
1	Bolsover	Customers bin was not collected on the mop up round nor the multiple dates they were given following this.		
2	Clowne	A grass verge has been sprayed with herbicide. The customer is making a complaint as this is a site for wildlife.		
		Customer has purchased a black bin and their neighbours are sharing bins they have been advised they are communal bins, however they paid for theirs. They also need more clinical waste bins as they are full.	Street Scene	13
3	Creswell	Customer's bin keeps being left open by the Refuse team.		
		Customer has had ongoing issues with missed bin collections. They have stated that the reasoning given for the latest non collection is not true.		
		Customer has reported that the bins have been left in the middle of the pavement following collection and a piece of cardboard has been left. They		

			also reported they could not upload their photo.		
	1	Glapwell	Customer advises that the pavements near their home have not been swept for a long time despite requests.		
	3	Pinxton	Customers bin was missed due to no access however they advised other delivery companies were able to gain access.		
			Replacement bin has not arrived and now the bin men have removed the remaining wheel meaning the bin cannot be moved.		
			Customer ordered a new burgundy, black and green bin. They have received their burgundy bin but not their black and green. They have been told by the Refuse team it has been delivered but it has not and they have CCTV.		
	1	Shuttlewood	Customer ordered an extra capacity black bin in February and has still not received it. The bin men also are not collecting the side waste whilst it is being delivered.		
	1	South Normanton	Request for a litter bin to be installed on 6 occasions but no response		
<b>Total Stage 1's for April 2024. Split by department</b>					<b>31</b>
<b>Total Stage 1's for April 2024.</b>					<b>29</b>
Jun-24	1	Clowne	Customer is not happy with the number of snagging issues which are still outstanding on their bungalow.	Communications	1
	1	South Normanton	Customer has advised the Council didn't read their email properly and just used a standard template regarding the new companion bus pass.	Contact Centre	1
	1	Shirebrook	Customer has made several complaints to Environmental Health regarding their garden but nothing has changed.	Environmental Health	1
	2	Bolsover	The customer has complained they are paying more for their property than a their neighbours who live in an identical property.	Housing	8



			Customer has complained about several of the Council's Housing Officers as they are not happy with the treatment received.		
1	Creswell		Customer is not happy with the way the Rent and Recovery Team spoke with them.		
1	Out of Area - Chesterfield		Customers Housing Application has been removed from the Register even though they requested help for evidence.		
1	Scarcliffe		Customer has made a complaint that their neighbour has not lived in their Council property for several years which breaches the Tenancy Policy.		
1	Shirebrook		Customer would like to complain regarding how their noise complaint to the Housing department has been handled.		
1	Unknown		Customer would like to complain about the Housing Options Team to regarding their homelessness enquiry.		
1	Whitwell		Customer is unhappy with the way the Tenancy Management Officer spoke with them and the information that has been given.		
1	Out of Area - Kings Lynn		Customers son lives next to a Council property which needs its guttering clearing. The customer did not like how they were spoken to by the Repairs Planner.	Housing Repairs and Maintenance	3
1	Shirebrook		Customer has black mould in their property which was reported in February 2023 but has not been removed.		
1	Shuttlewood		Customer is making a complaint regarding the replacement of their daughters Council property windows and the issues they have had with damp and mould.		
1	Pleasley		The customer alleges that the Council is allowing squatting at a residential property as they are collecting Council Tax from them.	Legal	1
2	Unknown		Customer had an incident at Go! Active at the Arc and has complained about the lifeguards actions.	Leisure	2
			Customer has received an email for which they were not the intended recipient.		
1	Pleasley		The customer alleges that the Council is allowing squatting at a residential property as they are collecting Council Tax from them.	Planning	1

2	Clowne	Customer is not happy with the number of snagging issues which are still outstanding on the bungalow.	Property Services	3		
		Customer advised a Council Officer nearly hit their vehicle in the Arc car park and then swore and shouted at them.				
1	Unknown	Customer has had a disagreement with the leaseholder regarding the business insurance on their business unit for which the Council are listed as a superior landlord.				
1	Bolsover	Customer has provided the Council with medical evidence for a Council Tax exemption which the Revenues department will not accept but is within Council policy.	Revenues	6		
1	Glapwell	Customer has complained about Reminder notices for outstanding council tax being sent by 2nd class post rather than via email or 1st class post				
1	Out of Area - Walton-on-thames	Customer has made enquiries regarding their Council Tax liability which were not answered. Following this they received a summons.				
1	Shuttlewood	Customer is unhappy as they received a first reminder notice whilst they were in credit with their Council Tax. They were only informed of their credit after querying this.				
1	Unknown	Customer has complained that as Estate Agents they have had to intervene on matters with the Revenues department they should not have done and continue to be harassed.				
1	Worksop	Customers are executors and are disputing the outstanding amount on their Council Tax account.				
1	Clowne	Customers green bin keeps not being collected until the mop up round.			Street Scene	2
1	Langwith Junction	Customer has complained that they have to keep reporting missed bins. The latest one was their green bin.				
<b>Total Stage 1's for May 2024. Split by department</b>				<b>29</b>		
<b>Total Stage 1's for May 2024.</b>				<b>27</b>		

2	Creswell	Complaint from landlord about a property rented out in BDC, where an EHO has been dealing with a property where there was a conflict of interest	Environmental Health	5		
		Customer has a Pest Control issue and is a Council Tenant. This has been reported but the issue is not resolved.				
1	Hillstown	Customer complained how an Environmental Health Officer dealt with an incident.				
1	Out of Area - North Wingfield	Customer has received a complaint from the Environmental Health Department and would like to complain about one of the Council's Officers who reported the issue.				
1	Whitwell	Anonymous customer claims that their neighbour is using their garage as a car repair centre.				
2	Bolsover	Customer would like to make a complaint regarding the Housing Tenancy Management Officer regarding their Tenancy.	Housing	6		
		Customer has provided evidence to resolve ongoing issues and repairs to be reviewed				
2	Creswell	Customer has concerns regarding repair works at their property and the communal areas.				
		Customer has a Pest Control issue and is a Council Tenant. This has been reported but the issue is not resolved.				
2	Whitwell	Customer would like to move properties due to ASB, they have not yet received a response regarding their request.				
		Customer is unhappy that the housing department are not responding about the number of animals in a neighbouring council property				
1	Barlborough	Customer has complained regarding work being carried out to the path directly outside their front door which is affecting their health.			Housing Repairs and Maintenance	8
1	Bolsover	Customer has provided evidence to resolve ongoing issues and repairs to be reviewed				
1	Clowne	Customer has complained regarding the state of the bungalow and the vegetation around the bungalow.				
1	Creswell	Customer has concerns regarding repair works at their property and the communal areas.				

1	Pinxton	Customer having to wait a long time for a repair appointment because no-one attended the first scheduled appointment.		
1	South Normanton	Customer is unhappy with the attitude and behaviour of the Councils Contractor Repairs Operative.		
1	Tibshelf	Customer advises there was a gas leak in their property.		
1	Whitwell	Customer has complained regarding planned electrical works at their mums property.		
1	Shirebrook	Customer is complaining about the behaviour and customer service of a Planning Officer.	Planning	2
1	Whitwell	Anonymous customer claims that their neighbour is using their garage as a car repair centre.		
1	Bramley Vale	Customer feels persecuted and harassed for non payment of Council Tax unfairly.	Revenues	5
1	Elmton	Customers Council Tax refund has been delayed and they are not happy with the conduct of a Revenues Officer.		
1	Shuttlewood	Customer is not happy with the service provided by two Benefit Officers and does not feel they have been supported. They have stated feedback has been inconsistent.		
1	Unknown	Customer has made allegations regarding a Benefits Office.		
1	Whitwell	Anonymous customer claims that their neighbour is using their garage as a car repair centre.		
7	Bolsover	Customer is unhappy with the Bin Man as they claim they stood on the customers drive and urinated Customer was carded for a contaminated bin without the bin men looking at the bin. Customer has not received their bin delivery in over a month. Customer is still waiting for all 3 bins which were ordered on the 10/5/24 Customer who is on the assisted list has had their bin missed on multiple occasions recently. The customer is unhappy with the state of the grass following it being cut by the Grounds Maintenance Department. Customer is unhappy that their bins have still not been delivered to the new build property	Street Scene	10

2	Clowne	Customer is concerned about the amount of herbicide spraying that has been done by BDC and whether BDC are aware of the new restrictions that the Government has brought in to safeguard hedges and vegetation. Also whether BDC are aware that a management plan has been agreed for the Clowne Linear Park.	
		Customer has complained regarding the state of the bungalow and the vegetation around the bungalow.	
	Creswell	Customer has requested to go on the assisted gardening list multiple times but has heard nothing back.	
<b>Total Stage 1's for June 2024. Split by department</b>			<b>36</b>
<b>Total Stage 1's for June 2024.</b>			<b>30</b>

<b>Total Stage 1 Complaints for Q1 2024-2025. Split by department</b>		<b>96</b>
<b>Total Stage 1 Complaints for Q1 2024-2025.</b>		<b>86</b>

Appendix 3 (D) Complaints by Department 01/04/24 – 30/06/24

Please note that some Stage Two complaints were for 2 or more departments

Stage 2 Complaints SUMMARY 2024/25					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
Apr-24	1	Clowne	Customer not happy with the Stage One complaint response and requested that it is escalated to a Stage Two.	Housing	1
	1	Not known	Customer not happy with Stage One complaint response and requested that it is escalated to a Stage Two. This is regarding the shower changing rooms	Leisure	1
	1	Bolsover	The customer would like Dragonfly Development Ltd to fix their roof and resolve the damp issue	Property Services	2

	1	Pleasley Vale	Customer not happy with the Stage One complaint response and requested that it is escalated to a Stage Two. Has raised questions they would like answering.		
	1	Creswell	The customer feels as though the response given in their Stage One complaint is what they have already been told on numerous occasions by the Refuse Team which has resulted in no change. They would like to know whether the issue they state is covered within Council policy and would like to know what system and policies the Bin Crew are trained to, who ensures they are being adhered to and how.	Street Scene	1
<b>Total Stage 2's for April 2024. Split by department</b>					<b>5</b>
<b>Total Stage 2's for April 2024.</b>					<b>5</b>
May-24	1	Clowne	Customer is unhappy with the response given. There is conflicting information and several repairs are still not complete.	Communications	1
	1	Pleasley	Customer is not happy with the Stage One response and would like their complaint to be escalated regarding a squatter.	Environmental Health	1
	1	Unknown	Customer is not happy with the Stage One response and would like their complaint to be internally reviewed regarding their Housing Application.	Housing	1
	1	Clowne	Customer is unhappy with the response given. There is conflicting information and several repairs are still not complete.	Property Services	1
	1	Pleasley	Customer is not happy with the Stage One response and would like their complaint to be escalated regarding a squatter.	Revenues	1
	1	Glapwell	Customer has made multiple complaints regarding bins blocking the pavement on their road.	Street Scene	1
<b>Total Stage 2's for May 2024. Split by department</b>					<b>6</b>
<b>Total Stage 2's for May 2024.</b>					<b>4</b>

Jun-24	1	Bolsover	Requested for this to be escalated to a Stage 2 complaint regarding multiple issues surrounding their tenancy.	Housing	2
	1	Creswell	Customer is not happy with the way the Rent and Recovery Team spoke with them and would like to escalate their complaint to Stage 2.		
	1	Bramley Vale	Requested to be escalated to a Stage 2	Revenues	3
	1	Shuttlewood	Requested to be escalated to a Stage 2 regarding a Housing Benefit Application.		
	1	Unknown	Requested an Internal review - Customer has complained that as Estate Agents they have had to intervene on matters with the Revenues department they should not have done and continue to be harassed.		
	1	Clowne	Has requested a Stage 2 with further concerns and enquiries following their Stage 1 response regarding herbicide.	Street Scene	1
<b>Total Stage 2's for June 2024. Split by department</b>					<b>6</b>
<b>Total Stage 2's for June 2024.</b>					<b>6</b>
<b>Total Stage 2's for Q1 2024-2025. Split by department</b>					<b>17</b>
<b>Total Stage 2's for Q1 2024-2025.</b>					<b>15</b>

Appendix 3 (E) MP Enquiries by Department 01/04/24 – 30/06/24

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

Q1 MP Enquiries SUMMARY 2024/25					
MONTH	No. of reports per parish	PARISH	MP Enquiry Header	Service Area	Numbers Per Department
Apr-24	1	Creswell	Customer reporting fly tipping on private land.	Environmental Health	1
	1	Bolsover	Enquiry regarding their Housing Application.	Housing	4
	1	Clowne	Customer has received a section 21 notice from the private landlord and are concerned that they may be evicted before getting a home with BDC		
	1	Creswell	Customer would like to move into a 2 bedroom council bungalow.		
	1	Kirkby in Ashfield	Customer would like to take over a tenancy they are not listed as the tenant or occupant for under exceptional circumstances.		
	1	Bolsover	Customer has a Household Member's Plan for Go! Active at the Arc to go swimming. However, due to personal circumstances they are enquiring if the fee can be reduced.	Leisure	2
	1	Creswell	Customer would like information on the suspension of Creswell Youth Club.		
	1	Hodthorpe	Customer reported that a BDC streetlight were not working.	Property Services	3
	1	New Houghton	Customer reported that BDC streetlights were not working.		
	1	Unknown	Customer would like to know if there is any support for the Working Men's Club in New Houghton		
	1	Hillstown	Customer would like the Council to reconsider offering them Council Tax Support.	Revenues	2
	1	Out of Area - Selston	Customer has advised that Revenues are chasing them for unpaid bills yet they have been issued refund forms which have not been responded to.		



	1	Bolsover	Customer would like the tree cutting down or pruning which is in front of their property and blocking light.	Street Scene	1		
<b>Total MP Enquiries for April 2024. Split by department</b>					<b>13</b>		
<b>Total MP Enquiries for April 2024.</b>					<b>13</b>		
	2	Bolsover	The customer has been refused DHP evidence. They also state that a Housing Officer has contacted them on numerous occasions regarding unpaid rent despite health issues.	Housing	5		
			Customer has been removed from the housing list due to no local connection.				
	1	Creswell	Customer has a number of repairs that need logging and for the Council to check in on the customers welfare.				
	1	South Normanton	Customer has received a section 21 notice and is due to have a baby. Social Services are involved and them and their 5 children are currently living with their mum which is now overcrowded.				
	1	Whitwell	Customer has raised issues about the footpath about their property.				
	1	Whitwell	Customer has raised issues about the footpath about their property.			Legal	1
	1	Unknown	President of the New Houghton Social Club raises concerns regarding the Bolsover Council licensing subcommittee intending to withdraw The New Houghton Social Club licence.			Licensing	1
	1	Creswell	Customer has raised concerns about the Harper Crewe Development in Hodthorpe relating to noise and dust and the impact on the primary school children.			Planning	1
	1	Bolsover	Customer has enquired if the Council own a piece of road to establish responsibility for a fence.			Property Services	2
	1	Clowne	Customer has reported the streetlights are not working and hedges are overgrown on a footpath in Clowne.				

	1	Creswell	Customer has a number of repairs that need logging and for the Council to check in on the customers welfare.	Housing Repairs and Maintenance	1
	2	Bolsover	The customer has been refused DHP evidence. They also state that a Housing Officer has contacted them on numerous occasions regarding unpaid rent despite health issues.	Revenues	4
			Customer has a medical exemption for Council Tax and the Revenues department are not accepting the evidence shown.		
	1	South Normanton	Customer would like clarification on their repayment plan, how they came to owe the amount they did and how it got as far as it did.		
	1	Unknown	Customer has contacted on behalf of individuals in a supported living project regarding the length of time their Housing Benefit Applications are taking.		
	1	Clowne	Customer has reported the streetlights are not working and hedges are overgrown on a footpath in Clowne.	Street Scene	2
	1	Unknown	Would like information regarding the maintenance of a local park.		
<b>Total MP Enquiries for May 2024. Split by department</b>					<b>17</b>
<b>Total MP Enquiries for May 2024.</b>					<b>13</b>
Jun-24	1	Bolsover	Customer is not happy that they have been removed from the housing list. Believes the Council have lost some paperwork which is why the decision to be removed has been made	Housing	3
	1	Creswell	Customer would like to be considered for a bungalow and has submitted medical evidence.		
	1	Whitwell	Customer has an ongoing ASB Case with their neighbours and would like to move properties.		

	1	Clowne	Customer is concerned that a tree may be removed by a builder on a site that has received Planning permission.	Planning	2
	1	Pilsley	Customers Planning Application has been rejected without communication from the Council or constructive discussion.		
	1	Pinxton	Customer is worried about the Summons they have received as their property flooded in October and this is causing stress to the family	Revenues	1
<b>Total MP Enquiries for June 2024. Split by department</b>					<b>6</b>
<b>Total MP Enquiries for June 2024.</b>					<b>6</b>

<b>Total MP Enquiries for Q1 2024-2025. Split by department</b>					<b>36</b>
<b>Total MP Enquiries for Q1 2024-2025.</b>					<b>32</b>

## Bolsover District Council

### Meeting of the Customer Services Scrutiny Committee on 16<sup>th</sup> September 2024

### Review of Members ICT & Support and ICT Service Delivery – Post- Scrutiny Monitoring (Second Interim Report)

### Report of the Chair of Customer Services Scrutiny Committee

<b>Classification</b>	This report is Public
<b>Contact Officer</b>	Thomas Dunne-Wragg, Scrutiny Officer

#### PURPOSE/SUMMARY OF REPORT

- To present the Second Interim Report assessing progress against the recommendations to date for the Review of Members ICT & Support and ICT Service Delivery to Customer Services Scrutiny Committee.

#### REPORT DETAILS

##### **1. Background**

1.1 This review initially commenced during the 2020/21 municipal year, as a result of operational issues raised by the pandemic.

1.2 The initial aim of the review was:

- To ascertain the impact of the pandemic on ICT Service delivery and review the effectiveness of Member ICT equipment and support provision.

Once the review was re-started in 2022/23 the aim refocussed on Member ICT equipment and support.

1.3 The initial review period took place from November 2020 to March 2021. Members identified the following issues for investigation:

- Impact of the pandemic on ICT service delivery
- Member Connectivity
- Remote support for Member iPads
- Member ICT Equipment
- Support for Virtual Meetings
- Chamber ICT equipment

1.4 Once the review was recommenced, Members prioritised the following issues:

- Remote support for Member iPads
- Member ICT Equipment
- Member ICT Support
- Creation of a Member ICT Working Group
- Chamber/Meeting Room ICT equipment

## **2. Details of Proposal or Information**

- 2.1 The original review commenced during the pandemic. Members looked at a range of issues including:
- Impact of pandemic/remote working/support to onsite meetings on IT service delivery – focus was on compliance with SLA targets, impact on Servicedesk, capacity of service and impact on budgets
  - Member Connectivity – 3G/4G and WIFI
  - Remote support for Member iPads
  - Member ICT Equipment – queries raised around suitability of kit, ability to update, compatibility with documents
  - Support for Virtual Meetings – by Governance/ICT/Communications
  - Chamber ICT equipment i.e. microphones, cameras, facility to livestream/produce recording
- 2.2 Following the removal of the temporary legislation enabling remote/hybrid meetings to be held for social distancing, the issues relating to delivery of such meetings ceased and were not investigated further. Due to lobbying and consultation at a national level on possible changes to legislation around local government meetings (following the end of temporary legislation), and also for internal work on structure reviews (Governance Team), the review was paused while Members waited for updates. This also allowed Members to focus on other work. Furthermore, Members were aware of discussions at Member Development Working Group and did not want to duplicate work already in place with a scrutiny review.
- 2.3 Key issues that were not taken further during the initial review were as follows:
- Member connectivity
  - support for virtual meetings
  - impact of the pandemic/remote working on ICT service delivery
- 2.4 Following assessment of evidence in the original review phase Members agreed recommendations linked to the monitoring of ICT service delivery.
- 2.5 Towards the end of 2021/22 municipal year, Members acknowledged that there were still a number of issues remaining unresolved as well as new issues that now needed addressing. They agreed that pending duplication of any existing work, it should form part of the 2022/23 work programme. In the early part of the 2022/23 municipal year, Members became aware that there was no longer a risk of duplicating work by other Member groups and were keen to pick the review back up. Members were still concerned with the following:
- Remote support for iPads to enable easier updates
  - Member ICT equipment, Members ICT support

- Chamber/meeting room ICT equipment
- Power supply within the Council Chamber
- Creation of a Member IT Working Group
- Accessibility of mod.gov
- Access to the intranet

- 2.6 The Committee put together 13 recommendations which will hopefully assist the Council in improving equipment provision and support to Members and the operation of meeting spaces within a modern post-Covid environment.
- 2.8 This report acknowledges progress by Officers implementing the recommendations.
- 2.9 To date 9 out of 13 recommendations have been achieved, 2 have been completed behind schedule and 4 have been further extended.

### **3. Reasons for Recommendation**

- 3.1 Members are required to make their report and findings public, in accordance with Part 4.5.17(4) of the Constitution.
- 3.2 Committee is required to monitor implementation of their recommendations in accordance with Part 3.6(1) of the Constitution.
- 3.3 Members must note Executive's response to the review recommendations and agree to review progress on the approved recommendations. A progress report will be submitted in six and twelve months' time, with any exceptions to expected delivery highlighted.

### **4 Alternative Options and Reasons for Rejection**

- 4.1 There are no alternative options. Members are required to note the service's response to progress against the review recommendations.
- 4.2 Committee is required to monitor implementation of their recommendations in accordance with Part 3.6(1) of the Constitution and as such the report cannot be rejected.

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### **RECOMMENDATION(S)**

1. That Members note the progress against the review recommendations.
2. That Members acknowledge any exceptions to delivery and clarify the additional action required by the service.
3. That Members make its report and findings public, in accordance with Part 4.5.17(4) of the Council's Constitution.
4. That Officers continue to implement the recommendations and submit a further report in six months' time highlighting progress and any exceptions to delivery.

**IMPLICATIONS:**

**Finance and Risk:**            Yes             No

**Details:** There are a number of recommendations in the report that relate to further investigation of replacement ICT equipment, both personal and within meeting rooms, and improvements to WIFI provision. These will require additional investigation and further reports to Executive in due course in relation to the individual decisions. Depending on costs associated this may also require a tender process and agreement for additional budget allocations in the MTFP to be approved by Council.

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 Part 1A, s9F(2) of the Local Government Act 2000.

On behalf of the Solicitor to the Council

**Environment:**

**Details:** Improvements to Members ICT equipment will hopefully in the long-term lead to a significant reduction in paper usage and a move to full usage of electronic committee papers. This will generate a carbon reduction in relation to paper usage and associated costs benefits.

**Staffing:**            Yes             No

**Details:** There are no implications from this report.

On behalf of the Head of Paid Service

## DECISION INFORMATION

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

<p><b>District Wards Significantly Affected</b></p>	All
<p><b>Consultation:</b>  <b>Leader / Deputy Leader</b> <input checked="" type="checkbox"/> <b>Executive</b> <input type="checkbox"/>  <b>SLT</b> <input checked="" type="checkbox"/> <b>Relevant Service Manager</b> <input checked="" type="checkbox"/>  <b>Members</b> <input checked="" type="checkbox"/> <b>Public</b> <input type="checkbox"/> <b>Other</b> <input type="checkbox"/></p>	<p><b>Details:</b>  Specific engagement as part of the evidence gathering process.</p>

<p><b>Links to Council Ambition: Customers, Economy, Environment and Housing</b></p>
<p>Customers</p> <ul style="list-style-type: none"> <li>Improving customer contact and removing barriers to accessing information</li> </ul> <p>Environment</p> <ul style="list-style-type: none"> <li>Reducing our carbon footprint whilst supporting and encouraging residents and businesses to do the same.</li> </ul>

## DOCUMENT INFORMATION

Appendix No	Title
1	PSM Review of Members ICT & Support and ICT Service Delivery – SECOND INTERIM REPORT Response to Scrutiny Committee on implementation following scrutiny review

<p><b>Background Papers</b></p> <p><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></p> <p>Please contact the Scrutiny Officer where further information is required.</p>
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**RESPONSE TO SCRUTINY COMMITTEE ON IMPLEMENTATION FOLLOWING SCRUTINY REVIEW**

<b>Title of Review:</b>	Review of Members ICT & Support and ICT Service Delivery					
<b>Timescale of Review:</b>	November 2020 – March 2021 (phase 1)		<b>Post-Monitoring Period:</b>		12 months commencing May 2023. Interim report due November 2023. Second Interim report due September 2024.	
	December 2022 – March 2023 (phase 2)					
<b>Date agreed by Scrutiny:</b>	March 2023		<b>Date agreed by Executive:</b>		April 2023	
<b>Total No. of Recommendations and Sub Recommendations</b>	<b>Achieved</b>	<b>7</b>	<b>On track</b>	<b>0</b>	<b>Extended</b>	<b>4</b>
	<b>Achieved (Behind target)</b>	<b>2</b>	<b>Overdue</b>	<b>0</b>	<b>Alert</b>	<b>0</b>

**Key Achievements:**

- 1.1 / 1.2 & 1.3 Key performance statistics monitored by the ICT services have been added to the quarterly performance report sent out to Members by the Information, Engagement and Performance Team.
- 1.6 Microsoft Teams has been made available to all Member devices.
- 1.6 Ipads can now be updated remotely, fingerprint unlock has been enabled, improved web filtering software.
- 1.8 ICT has been added to the agenda of the Members Development Group as of January 2024.
- 1.12 Providing Governance schedule ServiceDesk to be available at the start of the full council meetings and planning meetings. A member of the Servicedesk will be available 30 minutes before the meeting to provide assistance to members. Resources are not available to do this for every council meeting, but the Servicedesk is contactable over the phone between 8:00-17:30 and can schedule individual appointments as required.

**Reasons for non-implementation of Recommendations:**

- 1.4 & 1.9 are still waiting for decisions to be made by the Chief Exec and Assistant Director of ICT
- 1.5 no progress made to date due to other work pressures.

## APPENDIX 1

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
69 CSSC22-23 1.1	That performance of the ICT service be incorporated to the quarterly performance reports produced via PERFORM to both raise the profile of the service and ensure delivery was monitored alongside all other key service areas.	Assistant Director for ICT  Information, Engagement & Performance Manager	July 2023 onwards	October 2023		Officer time	This will be added to the Q2 report sent out to all Members.
CSSC22-23 1.2	That an email alert be sent to Members as and when new performance data becomes available within PERFORM.	Assistant Director for ICT	July 2023 onwards	October 2023		Officer time	Performance data is available Quarterly and is distributed by the Information, Engagement and Performance Team to all Members.
CSSC22-23 1.3	That there should be adequate PC/laptop provision to ensure Member access to PERFORM to view performance data.	Assistant Director for ICT	July 2023 onwards	October 2023		Officer time  Budget allocation	The information on the Perform system is the same as the information reported by the Information, Engagement and Performance Team on a quarterly basis. Access to perform would not provide any additional

## APPENDIX 1

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
							information, however there is a desktop pc available for Members to log onto the Members room and Cabinet/Junior Cabinet will have access to laptops.
9967 CSSC22-23	<p>That the necessary works are completed in the Chamber to upgrade the power supply. This will future proof the space enabling all those in attendance to access power and accommodate the move to use of electronic devices for committee papers. This would also likely be required should alternative speaker/chamber systems were purchased. As per quote supplied at Appendix 1.</p>	<p>Assistant Director of ICT</p> <p>Corporate Property Manager</p> <p>Governance &amp; Civic Manager (advisory only)</p>	<p>Dependent on decision re Chamber systems.</p>	<p>TBC</p>		<p>Officer time</p> <p>Budget allocation (requiring Executive/Council approval)</p>	<p><u>First Interim:</u></p> <p>Waiting on any decision regarding chamber systems before carrying out any work. This will be raised at the next Member Development Group in January 2024. Awaiting outcome of next Member Development Group.</p> <p><u>Second Interim:</u></p> <p>The Chief Executive and Assistant Director of ICT are currently working on the</p>

## APPENDIX 1

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
							procurement of a new system for the Council chamber. Any works on necessary power upgrade will be included in this work.
CSSC22-23 1.5 88	That consideration be given to providing additional access to ERIC (Intranet) either via an extranet link or additional on-site PC/Laptop provision for Members.	Assistant Director of Leader's Executive, Partnerships, Governance & Communications  Communications, Marketing & Design Manager  Governance & Civic Manager (advisory only)	Dependant on requirements	TBC		Officer time  Budget allocation (if additional equipment required. This will require Executive/Council approval.)	<p><u>First Interim:</u></p> <p>Eric has purposely been developed as a staff intranet and is not available externally to the network. This will be raised at the next Member Development Group in January 2024 to establish what information Members want from Eric before proceeding.</p> <p><u>Second Interim:</u></p> <p>No progress made to date due to other work pressures. This will be raised at the next Member</p>

## APPENDIX 1

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
							Development Working Group, but the issue still stands with no access to ERIC externally unless they log in via the network due to ICT security issues.
CSSC22-23 66	That the roll-out of Microsoft Teams access for Members be delivered as a priority action post-election to ensure new Members have improved connectivity to officers.	Assistant Director for ICT	July 2023 onwards	October 2023		Officer time	All Members now have access to Teams on either an iPad or corporate laptop.
CSSC22-23 1.7	That additional boosters be installed within the Arc to secure a more efficient WIFI service, particularly in proximity to the ground floor Member areas and Meeting rooms.	Assistant Director for ICT	May 2023	Spring 2024		Officer time  Potential budget allocation if beyond existing resources. (This will require Executive/Council approval.)	<u>First Interim:</u>  The capacity of the internet connection used by the Members and Public wi-fi has been increased which should improve performance. Some of the public wi-fi devices were not

## APPENDIX 1

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
70							<p>working properly and these have been reset, replacement ones are on order. A survey of the Members/Corporate wi-fi is in progress, and we are looking at options to replace these. In the interim Staff with access to network cables have been asked not to use the corporate Wi-Fi as these connections are impacting performance of the wi-fi for Members.</p> <p><u>Second Interim:</u></p> <p>The wi-fi access points have been upgraded.</p>
CSSC22-23 1.8	That a Member ICT Working Group be created and added to the Meeting	Governance & Civic Manager	July 2023 onwards	August 2023		Officer time	ICT has been added to the agenda for the Member

## APPENDIX 1

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
	Schedule for 2023/24. ( <i>This has been added to the Schedule approved at Council in March 2023.</i> )	Assistant Director for ICT					Development Group as from January 2024.
CSSC22-23 1.9  71	That a review of the Chamber and Meeting room ICT equipment takes place post-election, based on the evidence gathered, in conjunction with the Member ICT Working Group, Assistant Director for ICT Services and the Governance & Civic Manager. This should incorporate as a minimum a replacement microphone system and an improved projector system within the Council Chamber.	Assistant Director for ICT  Governance & Civic Manager  Member ICT Working Group	TBC	TBC		Officer time  Budget allocation (Executive/ Council approval)	<u>First Interim:</u>  Awaiting feedback from the next Member Development Group. Replacement Microphones and projectors would likely be the costliest element of the system to replace. Officers need a steer to understand what the issues with the current equipment are and if there is appetite to look at replacements.  <u>Second Interim:</u>  The Chief Executive and Assistant Director of ICT are currently

## APPENDIX 1

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
							working on the procurement of a new system for the Council Chamber.
CSSC22-23 1.10  72	That a review of Members ICT Equipment provision takes place post-election in conjunction with the new Member ICT Working Group.	Assistant Director for ICT  Governance & Civic Manager	October 2023	TBC		Officer/ Member time	<u>First Interim:</u>  Awaiting feedback from the January 2024 Member Development Group  <u>Second Interim:</u>  ICT are moving mailboxes into the cloud which is a prerequisite to looking at alternative devices and options for Members.
CSSC22-23 1.11	That where a decision be made to remain with iPads as the preferred Member device, that the option be made available for either the 10.9" or 12.9" screens to accommodate those	Assistant Director for ICT  Governance & Civic Manager	October 2023	Spring 2024		Officer time  Budget allocation (Executive/Council approval)	<u>First Interim:</u>  Dependent on feedback of January 2024 Member Development Group All devices are provided with a Case and charger



## APPENDIX 1

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
73	requiring a larger screen size. Furthermore that a case and charger be provided as standard with the option of a keyboard if required.						and optional keyboard (ipad). Cabinet and Junior Cabinet have laptops with larger screens and a Member who required a larger screen  <u>Second Interim:</u>  Member feedback did not request larger screens.
CSSC22-23 1.12	That an ICT Support drop-in session be made available at all Council meetings. <i>(This was initially trialled at Council in February and March 2023.)</i>	Assistant Director for ICT	March 2023 onwards	March 2023		Officer time	This is in place, providing Governance schedule ServiceDesk to be available at the start of the full council meetings and planning meetings. A member of the Servicedesk will be available 30 minutes before the meeting to provide assistance to members. Resources are not available to do this

## APPENDIX 1

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
							for every council meeting, but the Servicedesk is contactable over the phone between 8:00-17:30 and can schedule individual appointments as required
CSSC22-23 1-13 74	That consideration be given to a revised approach to Member ICT Training, both face-to-face and online, to ensure Members remain able to use their ICT equipment effectively.	Assistant Director for ICT  Governance & Civic Manager	October 2023	June 2024		Officer time	<u>First Interim:</u>  Training documentation has been handed out with devices when they were issued, and one-on-one training is offered via a Servicedesk appointment which several Members have made use of. Feedback from the Members development group will help establish what training is required to develop a members training plan  <u>Second Interim:</u>

**APPENDIX 1**

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
75							ICT is now covered at every meeting of Member Development Working Group and any needs raised at the group will be covered through the member development training programme.

## Bolsover District Council

### Meeting of the Customer Services Scrutiny Committee 16<sup>th</sup> September 2024

#### Review of Effectiveness of Council’s Waste Collection and Disposal Education – Executive Response

#### Report of the Chair of Customer Services Scrutiny Committee

<b>Classification</b>	This report is Public
<b>Contact Officer</b>	Thomas Dunne-Wragg, Scrutiny Officer

#### PURPOSE/SUMMARY OF REPORT

- To present Executive’s Response to the Review of Effectiveness of Council’s Waste Collection and Disposal Education

#### REPORT DETAILS

##### **1. Background**

- 1.1 The Customer Services Scrutiny Committee agreed to undertake a review of effectiveness of the Council’s waste collection and disposal education as part of the 2023-24 Work Programme.
- 1.2 The issue was initially raised due to concerns of contamination rates within recycling waste collections, creating additional costs to the Authority through contamination charges. Committee Members believed that the main cause of this issue was due to residents not knowing how to use their bins correctly and effectively.
- 1.3 Under Public Sector Bodies Accessibility Regulations 2018, the Council has a duty to ensure its website is ‘perceivable, operable, understandable and robust’. The UK accessibility legislation states public sector bodies must comply with the accessibility requirements; councils must include and update an accessibility statement on their website.

##### **2. Details of Proposal or Information**

- 2.1 The aim of the review was:
  - To ensure that the Council’s approach to waste disposal advice and education is reaching all target audiences to reduce current contamination rates and improve recycling rates by way of increased resident participation.

2.2 The objectives agreed were:

- Assess the current approach of the Council to waste disposal advice and education and the channels used.
- Examine the accessibility and reach of current communications on waste disposal/education
- Assess current levels of performance and action taken to ensure this is controlled within expected limits.

2.3 The key issues identified for investigation were as follows:

- Impact of current contamination rates on recycling targets, additional costs to the Council.
- Usage of Household Waste Recycling Centre in Bolsover and whether there is clear messaging as to what can and can't be taken to the site.
- Reduction in size of black residual waste bins. Costs associated with recycling by way of burgundy bin, with second available on request.
- Potential use of skip collections in problem wards or Freighter Days – this does not always encourage correct recycling and results in bulky type waste collection. This further increases residual waste which may normally be taken to a household waste recycling centre and therefore increases the amount of residual waste collected by the Council. This then lowers the overall combined recycling rates due to the amount recycled being calculated as the percentage diverted from the residual waste stream and not increasing as skip collections do.

2.4 The Committee met on six occasions in total and sought evidence by way of:

- Internal enquiries to assess the Council's existing policies and approach to waste disposal advice and education and the Council's existing waste collection procedures
- An analysis of the current educational material and channels used by the Communications Team
- An evaluation of the current accessibility and reach of the Council's communication services
- An audit of participation statistics and data regarding public engagement with the communication channels used by the Council
- A public survey through the Citizens' Panel to assess service users' thoughts and opinions on the accessibility of waste disposal education and information provided by the Council. This survey assessed resident's knowledge of waste disposal and recycling, examined how residents access information on waste disposal through the various communication channels that are available, and gave opportunity for feedback on the Council's approach to waste disposal education.
- An analysis of current levels of performance and the methods of action taken by the Council to ensure this is controlled within expected limits.

2.5 Following the review the Customer Services Scrutiny Committee agreed the following recommendations:

- That the Council feature recycling information in its quarterly magazine, 'InTouch', at a minimum of twice per year, considering a double page spread devoted entirely to waste disposal and education.
- That the Council feature more waste disposal education/information and recycling themed news stories on Bolsover TV, which will be shared through social media, on a regular basis.
- That the Council increase the frequency of recycling champions attending schools across the District on a regular basis to promote recycling education.
- That the Council promotes the educational waste disposal video by resending it to schools, after school clubs and community youth groups, to be shown to young people.
- That the Council holds a youth competition across the District to design and create recycling posters that encourage and promote the correct ways to recycle. The posters can be posted across the District in public spaces as well as through parish council communication channels (i.e., parish notice boards and magazines).
- That the Council uploads an accessible image of the burgundy bin diagram (as featured in the October 2023 Issue 62 of InTouch) to the Council's website and makes better use of the diagram in public spaces and across the Council's channels of communication as well as through parish council communication channels (i.e., parish notice boards and magazines).
- That the Council publishes educational recycling information, e.g., the accessible burgundy bin poster, across the District on the electronic bulletin boards in the four main market towns.
- That the Council publishes regular waste disposal education through the weekly E-Newsletter service for residents.
- That the Council redesigns the bin calendar/recycling guide booklet and uploads an accessible PDF of the calendar on the Council's website.
- That the Council considers the development of an 'app' as a long-term investment, modelled on systems used by the top performing waste authorities (detailed in Appendix 3 of the report) through benchmarking and comparing business processes and performance metrics.
- That the Council reinforces the established policy on refusing the collection of bins as detailed in section 3.17 of the Council's Waste Collection Policy, and undertakes doorstep education to influence the reduction of contamination in burgundy bins.

### **3. Reasons for Recommendation**

- 3.1 Members are required to make their report and findings public, in accordance with Part 4.5.17(4) of the Constitution.

3.2 Committee is required to monitor implementation of their recommendations in accordance with Part 3.6(1) of the Constitution. Members are required to make

3.3 Members must note Executive's response to the review recommendations and agree to review progress on the approved recommendations. A progress report will be submitted in twelve months' time, with any exceptions to expected delivery highlighted.

#### **4 Alternative Options and Reasons for Rejection**

4.1 Committee is required to monitor implementation of their recommendations in accordance with Part 3.6(1) of the Constitution and as such the report cannot be rejected.

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#### **RECOMMENDATION(S)**

6.1 That Members note Executive's Response to the Review of Effectiveness of Council's Waste Collection and Disposal Education

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

6.3 That 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.

Approved by Executive

**IMPLICATIONS:**

**Finance and Risk:**            Yes             No

**Details:** None from this report. Suggested action for the service can be contained within existing budgets.

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:**

**Details:**

The review supports the Corporate Ambition of 'Environment' and the Priority of 'Reducing our carbon footprint whilst supporting and encouraging residents and businesses to do the same by increasing rates of recycling across the District'. The review indirectly supports the Corporate Target ENV03: Achieve a combined recycling and composting rate of 65% by 2035, as well as the Corporate Target SS05: To reduce the amount of residual household waste disposed of by way of landfill annually.

**Staffing:**            Yes             No

**Details:** None from this report.

On behalf of the Head of Paid Service

**DECISION INFORMATION**

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



<b>District Wards Significantly Affected</b>	None
<b>Consultation:</b> <b>Leader / Deputy Leader</b> <input checked="" type="checkbox"/> <b>Executive</b> <input checked="" type="checkbox"/> <b>SLT</b> <input checked="" type="checkbox"/> <b>Relevant Service Manager</b> <input checked="" type="checkbox"/> <b>Members</b> <input checked="" type="checkbox"/> <b>Public</b> <input type="checkbox"/> <b>Other</b> <input type="checkbox"/>	Details: Relevant Service Managers and Portfolio Holder engaged during the review process, and public survey carried out via the Citizens Panel.

<b>Links to Council Ambition: Customers, Economy and Environment.</b>
The review supports the Corporate Ambition of 'Environment'.

<b>DOCUMENT INFORMATION</b>	
<b>Appendix No</b>	<b>Title</b>
1	Executive Response to Review of Effectiveness of Council's Waste Collection and Disposal Education

<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>

<b>EXECUTIVE RESPONSE TO RECOMMENDATIONS OF SCRUTINY REVIEW</b>			
<b>Title of Review:</b>	Review of Effectiveness of Council’s Waste Collection and Disposal Education		
<b>Timescale of Review:</b>	July 2023 – July 2024	<b>Post-Monitoring Period:</b>	12 months commencing May July. Interim report due February 2025.
<b>Date agreed by Scrutiny:</b>	July 2024	<b>Date agreed by Executive:</b>	July 2024

<b>PERFORM Code</b>	<b>Recommendation</b>	<b>Desired Outcome</b>	<b>Target Date</b>	<b>Lead Officer</b>	<b>Resources</b>	<b>Service Response</b>	<b>Executive Response</b>
CSSC23-24 1.1  ∞ ∞	That the Council feature recycling information in its quarterly magazine, 'InTouch', at a minimum of twice per year, considering a double page spread devoted entirely to waste disposal and education.	Encourage a culture of recycling across the District and educate residents on the correct way to use their bins.	July 2025	Communications, Marketing and Design Manager	Officer time	The Communications, Marketing and Design Manager has confirmed that this recommendation is possible and can be implemented easily.	Recommendation Approved.
CSSC23-24 1.2	That the Council feature more waste disposal education/information and recycling themed news stories on Bolsover TV, which will be shared through social media, on a regular basis.	Encourage a culture of recycling across the District and educate residents on the correct way to use their bins.	January 2025	Communications, Marketing and Design Manager	Officer time	The Communications, Marketing and Design Manager has confirmed that this recommendation is possible and can be implemented easily.	Recommendation Approved.
CSSC23-24 1.3	That the Council increase the frequency of recycling champions attending schools across the District on a regular basis to	Educate young people on the process, importance, and methods of recycling. Encourage a culture of	July 2025	Strategic Director of Services in consultation with:	Partnership  Officer time	Schools have been reluctant to invite the Council in to be involved in external education since COVID-19. This may prove difficult.	Recommendation Approved.

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
	promote recycling education.	recycling across the District.		Recycling Promoter			
CSSC23-24 1.4 84	That the Council promotes the educational waste disposal video by resending it to schools, after school clubs and community youth groups, to be shown to young people.	Educate young people on the process, importance, and methods of recycling. Encourage a culture of recycling across the District.	July 2025	Strategic Director of Services in consultation with:  Communications, Marketing and Design Manager  Recycling Promoter	Partnership  Officer time	Schools have been reluctant to invite the Council in to be involved in external education since COVID-19. This may prove difficult.	Recommendation Approved.
CSSC23-24 1.5	That the Council holds a youth competition across the District to design and create recycling posters that encourage and promote the correct ways to recycle. The posters can be posted across the District in public spaces as well as through parish council communication channels (i.e., parish	Encourage a culture of recycling across the District and educate young people on the importance of recycling.	July 2025	Strategic Director of Services in consultation with:  Recycling Promoter  Partnership Policy Officer  Communications, Marketing and Design Manager	Partnership  Officer time	The Strategic Director of Services and the Partnership Policy Officer have agreed that this can be run through the Recycling Education Officer and can be promoted and supported by the Partnership Team and the Improvement Officer via the Youth Council.	Recommendation Approved.

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
	notice boards and magazines).						
CSSC23-24 1.6  85	That the Council uploads an accessible image of the burgundy bin diagram (as featured in the October 2023 Issue 62 of InTouch) to the Council's website and makes better use of the diagram in public spaces and across the Council's channels of communication as well as through parish council communication channels (i.e., parish notice boards and magazines).	Encourage a culture of recycling across the District and educate residents on the correct way to use their bins.	January 2025	Communications, Marketing and Design Manager	Officer time	The Communications, Marketing and Design Manager has confirmed that this recommendation is possible and can be implemented easily.	Recommendation Approved.
CSSC23-24 1.7	That the Council publishes educational recycling information, e.g., the accessible burgundy bin poster, across the District on the	Encourage a culture of recycling across the District and educate residents on	January 2025	Communications, Marketing and Design Manager in consultation with:	Officer time	The Communications, Marketing and Design Manager has confirmed that this recommendation is	Recommendation Approved.

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
88	electronic bulletin boards in the four main market towns.	the correct way to use their bins.		Recycling Promoter		possible and can be implemented easily. Due to the fast rotation of the bulletin boards the educational information on the boards must be simple and easy to consume in a short space of time e.g., pictures like the burgundy bin diagram.	
CSSC23-24 1.8	That the Council publishes regular waste disposal education through the weekly E-Newsletter service for residents.	To provide regular waste disposal education to residents who have subscribed to the service.	January 2025	Recycling Promoter in consultation with:  Communications Officer  Communications, Marketing and Design Manager	Officer time	The Communications team have confirmed that if the Recycling Education Officer can provide them with regular content, the team can circulate weekly E-Newsletters for the residents who are subscribed to this service.	Recommendation Approved.
CSSC23-24 1.9	That the Council redesigns the bin calendar/recycling guide booklet and uploads an	To provide an available replacement bin calendar	January 2025	Communications, Marketing and Design Manager	Officer time	The Communications, Marketing and Design Manager has confirmed that	Recommendation Approved.

<b>PERFORM Code</b>	<b>Recommendation</b>	<b>Desired Outcome</b>	<b>Target Date</b>	<b>Lead Officer</b>	<b>Resources</b>	<b>Service Response</b>	<b>Executive Response</b>
87	accessible PDF of the calendar on the Council's website.	that residents can find online and can print if their copy has been damaged/ misplaced.				this recommendation is possible and can potentially be implemented by June. In the meantime, the Communications Team has updated the website to include accessible digital bin calendars for residents to access and some more information on what can and cannot go in burgundy bins.	
CSSC23-24 1.10	That the Council considers the development of an 'app' as a long-term investment, modelled on systems used by the top performing waste authorities (detailed in Appendix 3 of the report) through benchmarking	To improve the Council's communication services with residents and improve education on waste disposal.	January 2029	Communications, Marketing and Design Manager	Officer time  Budget	The Assistant Director of ICT does not think that Bolsover has the capacity to build and run a successful app right now based on the multiple systems the Council is currently running. However, the Communications, Marketing and	Recommendation Approved.

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
88	and comparing business processes and performance metrics.					Design Manager agrees that the consideration of an app can still be a possibility for the Council in the future as a long-term goal when there are more capable system updates available; the Council can research how other councils run their app systems.	
CSSC23-24 1.11	That the Council reinforces the established policy on refusing the collection of bins as detailed in section 3.17 of the Council’s Waste Collection Policy, and undertakes doorstep education to influence the reduction of contamination in burgundy bins.	Encourage residents to think carefully on what they should put in each bin and educate residents on the correct way to use their burgundy bin.	July 2025	Strategic Director of Services in consultation with:  Recycling Promoter	Officer time	The Strategic Director of Services is keen to decrease rates of contamination and agrees that reinforcing the bin refusal policy in section 3.17 of the Waste Collection Policy will be an effective way to achieve this. He has also suggested adding the website link to the policy.	Recommendation Approved.



## Bolsover District Council

### Meeting of Customer Services Scrutiny Committee on 16<sup>th</sup> September 2024

#### Customer Services Scrutiny Committee Work Programme 2024/25

#### Report of the Scrutiny Officer

<b>Classification</b>	This report is Public
<b>Contact Officer</b>	Thomas Dunne-Wragg, Scrutiny Officer

#### PURPOSE/SUMMARY OF REPORT

- To provide members of the Scrutiny Committee with an overview of the meeting programme of the Committee for 2024/25.

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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 2024/25 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 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 2024/25 and the proposed agenda items for approval/amendment.

## **3. Reasons for Recommendation**

3.1 This report sets the formal Committee Work Programme for 2024/25 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**

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 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 Part 1A, s9F(2) of the Local Government Act 2000.

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</b> <input type="checkbox"/> <b>Capital - £150,000</b> <input type="checkbox"/> <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</b> <input type="checkbox"/> <b>Executive</b> <input type="checkbox"/> <b>SLT</b> <input type="checkbox"/> <b>Relevant Service Manager</b> <input type="checkbox"/> <b>Members</b> <input type="checkbox"/> <b>Public</b> <input type="checkbox"/> <b>Other</b> <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 2024/25

<b>Background Papers</b>
<p><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></p>
<p>Previous versions of the Committee Work Programme.</p>

**Customer Services Scrutiny Committee**

**Work Programme 2024/25**

**Formal Items – Report Key**

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

<b>Date of Meeting</b>	<b>Items for Agenda</b>		<b>Lead Officer</b>
<b>3 June 2024</b> CS	<b>Part A – Formal</b>	<ul style="list-style-type: none"> <li>Customer Service Standards and Compliments, Comments and Complaints 2022/23 – 1<sup>st</sup> January 2024 to 31<sup>st</sup> March 2024 and Annual Summary</li> </ul>	Customer Services, Standards and Complaints Manager
		<ul style="list-style-type: none"> <li>Housing Ombudsman Self-Assessment Report - Verbal Update</li> </ul>	Assistant Director of Housing Management & Enforcement/ Customer Services, Standards and Complaints Manager
		<ul style="list-style-type: none"> <li>Bolsover Tenants Challenge and Change Group - Review of The Voids Process</li> </ul>	Assistant Director of Housing Management & Enforcement
		<ul style="list-style-type: none"> <li>Agreement of Work Programme 2024/25</li> </ul>	Scrutiny Officer
	<b>Part B – Informal</b>	<ul style="list-style-type: none"> <li>Review work</li> </ul>	Scrutiny Officer
<b>15 July 2024</b>	<b>Part A – Formal</b>	<ul style="list-style-type: none"> <li>Housing Strategy 2024-2029: Consultation Draft</li> </ul>	Assistant Director of Housing Management & Enforcement/ Assistant Director of Planning and Planning Policy
		<ul style="list-style-type: none"> <li>Homelessness and Rough Sleeping Strategy 2022-2027: Monitoring Update</li> </ul>	Housing Options Manager/ Housing Strategy and Development Officer
		<ul style="list-style-type: none"> <li>Review of Effectiveness of Council's Waste Collection and Disposal Education</li> </ul>	Scrutiny Officer
		<ul style="list-style-type: none"> <li>Customer Services Scrutiny Committee Work Programme 2024/25</li> </ul>	Scrutiny Officer
	<b>Part B – Informal</b>	<ul style="list-style-type: none"> <li>Review work</li> </ul>	Scrutiny Officer

Date of Meeting	Items for Agenda		Lead Officer	
16 September 2024	Part A – Formal	<ul style="list-style-type: none"> <li>• LG&amp;SCO and Housing Ombudsman Annual Report 2023/24</li> </ul>	Customer Services, Standards and Complaints Manager	
		<ul style="list-style-type: none"> <li>• Customer Service Standards and Compliments, Comments and Complaints 2023/24 – 1<sup>st</sup> April 2024 to 30<sup>th</sup> June 2024</li> </ul>	Customer Services, Standards and Complaints Manager	
		<ul style="list-style-type: none"> <li>• Review of Members ICT &amp; Support and ICT Service Delivery: Interim Report – (Post Scrutiny Monitoring Update)</li> </ul>	Scrutiny Officer	
		<ul style="list-style-type: none"> <li>• Review of Effectiveness of Council’s Waste Collection and Disposal Education – Executive Response</li> </ul>	Scrutiny Officer	
		<ul style="list-style-type: none"> <li>• Customer Services Scrutiny Committee Work Programme 2024/25</li> </ul>	Scrutiny Officer	
18 November 2024	Part B – Informal	<ul style="list-style-type: none"> <li>• Review work</li> </ul>	Scrutiny Officer	
		Part A – Formal	<ul style="list-style-type: none"> <li>• Customer Service Standards and Compliments, Comments and Complaints 2024/25 – 1<sup>st</sup> July 2024 to 30<sup>th</sup> September 2024</li> </ul>	Customer Services, Standards and Complaints Manager
			<ul style="list-style-type: none"> <li>• Housing Strategy 2024-2029: Final Draft</li> </ul>	Assistant Director of Housing Management & Enforcement/ Assistant Director of Planning and Planning Policy
<ul style="list-style-type: none"> <li>• Customer Services Scrutiny Committee Work Programme 2024/25</li> </ul>	Scrutiny Officer			
3 February 2025	Part B – Informal	<ul style="list-style-type: none"> <li>• Review work</li> </ul>	Scrutiny Officer	
		Part A – Formal	<ul style="list-style-type: none"> <li>• Review of Effectiveness of Council’s Waste Collection and Disposal Education – (Post Scrutiny Monitoring Update)</li> </ul>	Scrutiny Officer
	<ul style="list-style-type: none"> <li>• Customer Services Scrutiny Committee Work Programme 2024/25</li> </ul>		Scrutiny Officer	
31 March 2025	Part B – Informal	<ul style="list-style-type: none"> <li>• Review work</li> </ul>	Scrutiny Officer	
		Part A – Formal	<ul style="list-style-type: none"> <li>• Review of Effectiveness of Council’s Waste Collection and Disposal Education – (Post Scrutiny Monitoring Update)</li> </ul>	Scrutiny Officer
	<ul style="list-style-type: none"> <li>• Customer Services Scrutiny Committee Work Programme 2024/25</li> </ul>		Scrutiny Officer	