

The Arc
High Street
Clowne
S43 4JY

To: Chair & Members of the Customer
Services Scrutiny Committee

Contact: Matthew Kerry
Telephone: 01246 242519
Email: matthew.kerry@bolsover.gov.uk

Monday, 20th May 2024

Dear Councillor,

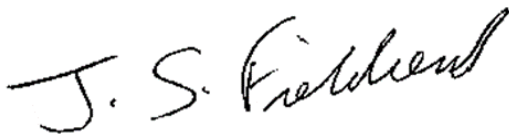
CUSTOMER SERVICES SCRUTINY COMMITTEE

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, 3rd June, 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
- **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, 3rd June, 2024 at 10:00 hours taking place in the Council Chamber, The Arc,
Clowne***

Item No.		Page No.(s)
	<u>PART A - FORMAL</u>	
1.	Apologies for Absence	
2.	Urgent Items of Business To note any urgent items of business which the Chairman has consented to being considered under the provisions of Section 100(B) 4(b) of the Local Government Act 1972.	
3.	Declarations of Interest Members should declare the existence and nature of any Disclosable Pecuniary Interest and Non Statutory Interest as defined by the Members' Code of Conduct in respect of: a) any business on the agenda; b) any urgent additional items to be considered; c) any matters arising out of those items; and if appropriate, withdraw from the meeting at the relevant time.	
4.	Minutes – 25th March 2024 To consider the minutes of the last meeting held on 25 th March 2024.	5 - 8
5.	Minutes – 22nd April 2024 To consider the minutes of an extraordinary meeting held on 22 nd April 2024.	9 - 12
6.	List of Key Decisions and Items to be Considered in Private <i>(Members should contact the officer whose name appears on the List of Key Decisions for any further information. NB: If Members wish to discuss an exempt report under this item, the meeting will need to move into exempt business and exclude the public in accordance with the Local Government (Access to Information) Act 1985 and Local Government Act 1972, Part 1, Schedule 12a for that part of the meeting only).</i>	13 - 18
7.	Bolsover Tenants Challenge and Change Group - Review of The Voids Process	19 - 58

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|-----|--|----------|
| 8. | Customer Service Standards / Compliments, Comments and Complaints Report 2023/24 (1st January 2024 to 31st March 2024) and Annual Summary | 59 - 124 |
| 9. | Housing Ombudsman Self-Assessment Report - Verbal Update | |
| 10. | Work Programme 2024-2025 | |
| | <u>PART B - INFORMAL</u> | |
| 11. | Review Work | |

CUSTOMER SERVICES SCRUTINY COMMITTEE

Minutes of a meeting of the Customer Services Scrutiny Committee of the Bolsover District Council held in the Council Chamber, The Arc, Clowne on Monday, 25th March 2024 at 10:00 hours.

PRESENT:-

Members:-

Councillor Donna Hales in the Chair

Councillors Rita Turner, Amanda Davis, Louise Fox, Vicky Waplington and Jane Yates.

Officers:- Jim Fieldsend (Monitoring Officer), Steve Brunt (Strategic Director of Services), Pam Brown (Service Director, Executive Corporate Services and Partnerships), (to Minute No.CS53-23/24), Lesley Botham (Customer Service, Standards and Complaints Manager), (to Minute No. CS53-23/24), Alice Willoughby (Customer Standards and Complaints Officer), (to Minute No.CS53-23/24), Thomas Dunne-Wragg (Scrutiny Officer) and Alison Bluff (Governance).

CS46-23/24 APOLOGIES FOR ABSENCE

There were no apologies for absence.

CS47-23/24 URGENT ITEMS OF BUSINESS

There were no urgent items of business to consider.

CS48-23/24 DECLARATIONS OF INTEREST

There were no declarations of interest.

CS49-23/24 LIST OF KEY DECISIONS AND ITEMS TO BE CONSIDERED IN PRIVATE

Committee considered the List of Key Decisions and Items to be Considered in Private document.

Moved by Councillor Louise Fox and seconded by Councillor Vicky Waplington

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

CUSTOMER SERVICES SCRUTINY COMMITTEE

CS50-23/24 MINUTES – 22ND JANUARY 2024

Moved by Councillor Donna Hales and seconded by Councillor Rita Turner.

RESOLVED that the Minutes of a Customer Services Scrutiny Committee held on 22nd January 2024 be approved as a true and correct record.

CS51-23/24 CUSTOMER SERVICE STANDARDS AND COMPLIMENTS, COMMENTS AND COMPLAINTS REPORT 2022/23 – 1ST OCTOBER 2023 TO 31ST DECEMBER 2023

Committee considered the Q3 performance report (1st October to 31st December 2023) in relation to the Council's Customer Service Standards and effective management of complaints.

Appendix 1 of the report set out that 80% of incoming calls for Revenues being achieved, above the target of 65%; 91% of Benefits calls being achieved, above that target of 78%; 100% of emails acknowledged in 1 working day; 99.7% of emails replied to within 8 working days, with 19 replied over that time; 78% of 15,976 incoming calls being answered within 20 seconds, above the 75% target; and 96% incoming Live Chats being answered within 20 seconds, above the 75% target. These figures were for Q3.

Members were advised that future reports would include data from Leisure and Revenues and Benefits.

Appendix 2 of the report showed performance for unanswered calls during the period, with 6% of incoming calls direct to service areas not being answered, though this was within the 10% target. Departments meeting or exceeding this target included Finance, Audit, Revenues and Benefits, Joint ICT, Planning and Joint Environmental Health.

The Customer Service, Complaints & Standards Manager noted that a reminder to promote the 01246 242424 would be beneficial as the main customer contact, rather than individual officer direct dial extensions, to assist with meeting the target of 93% of calls being answered in 20 seconds; the figure for Q3 stood at 83%.

Appendix 3 of the report showed the number of written compliments received during the period by department: 69 compliments had been received; 9 comments had been made; and 63 complaints had been recorded.

1 Ombudsman complaint had been received for Q3, but a decision not to investigate was made as there had not been enough evidence to justify any fault in the way the Council had acted.

The Chair noted a lot of the targets were being made and surpassed, though work needed to continue to improve the Council's services; it was important to catch the calls to direct lines, as this was where most of the complaints were being directed. The Customer Service, Complaints & Standards Manager agreed, stating it was important to ensure staff had access to the softphone system to enable answering calls reliably from home.

CUSTOMER SERVICES SCRUTINY COMMITTEE

Moved by Councillor Rita Turner and seconded by Councillor Amanda Davis
RESOLVED that the report be noted.

CS52-23/24 COMPLAINTS, COMMENTS & COMPLIMENTS POLICY REVIEW

Committee considered a report and Members' feedback was sought on the revised Complaints, Comments and Compliments Policy (CCC Policy).

As explained at the previous Committee meeting, the Local Government and Social Care Ombudsman (LGSCO) and the Housing Ombudsman (HO) had undertaken a consultation in November 2023 with a view to align both requirements for local authorities to respond to complaints effectively and fairly from the 1st April 2024. The Council had participated in the consultation and had provided information. The purpose of this new Joint Complaint Handling Code was to enable resolution of complaints from individuals quickly, and to use the data and learning from complaints to drive improvements.

Senior Leadership Team had been updated and the policy had been amended to incorporate both the LGSCO and HO to comply with, strengthen and clarify the requirements. The new policy would take effect from 1st April 2024 to ensure a full year's first report, and a self-assessment would be submitted to the Ombudsman and made available to the public at the end of 2024/2025. Whilst the LGSCO did not specify the need for a submission before 1st April 2025, the Council did not want two codes in effect so had chosen to implement the new policy from the 1st April 2024.

The Customer Service Standards and Procedures would be updated and aligned to the policy, which may impact internal service area procedures. Senior Leadership Team and Service Managers had been updated and an overview would be delivered to all key officers over the next few weeks; the removal of the informal complaints process would impact the Complaints Officer if an understanding of the policy requirements and the definitions of the service were not understood.

Service areas needed to ensure customers had the opportunity to make a complaint, and services must not look at the potential increase of complaints as a negative as it would improve the services the Council provided.

The Customer Service, Standards and Complaints Manager referred the Committee to the amended and existing policies and the list of changes made in the provided document. The Chair thanked the Customer Service Team for their work.

Moved by Councillor Rita Turner and seconded by Councillor Vicky Waplington
RESOLVED that the policy review be noted.

The Service Director, Executive Corporate Services and Partnerships, the Customer Service, Standards and Complaints Manager and the Customer Standards and Complaints Officer left the meeting.

CUSTOMER SERVICES SCRUTINY COMMITTEE

CS53-23/24 CUSTOMER SERVICES SCRUTINY COMMITTEE WORK PROGRAMME

Committee considered their Work Programme 2023/24.

Members were reminded of the Extraordinary meeting to be held on Monday 22nd April 2024.

Moved by Councillor Rita Turner and seconded by Councillor Vicky Waplington
RESOLVED that the work programme be noted.

The formal part of the meeting concluded at 10:20 hours and Members then met as a working party to continue their review work. The working party concluded at 11:04 hours.

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, 22nd April 2024 at 10:00 hours.

PRESENT:-

Members:-

Councillor Donna Hales in the Chair

Councillors Louise Fox, Phil Smith, Rita Turner and Vicky Wapplington.

Officers:- Steve Brunt (Strategic Director of Services), Victoria Dawson (Assistant Director Housing Management and Enforcement), Sarah Kay (Assistant Director Planning and Planning Policy), Chris McKinney (Senior Devolution Lead for Planning Policy, Strategic Growth and Housing), Neil Oxby (Principal Planning Policy Officer), Joanne Wilson (Housing Strategy and Development Officer), Alison Bluff (Governance) and Matthew Kerry (Governance and Civic Officer).

Also in attendance at the meeting were Councillor Sandra Peake, Portfolio Holder for Housing, and Councillor Jane Yates, Junior Portfolio Holder for Housing.

CS54-23/24 APOLOGIES FOR ABSENCE

Apologies for absence were received on behalf of Councillors Amanda Davis and Lisa Powell.

CS55-23/24 DECLARATIONS OF INTEREST

There were no declarations of interest made.

CS56-23/24 HOUSING STRATEGY 2021-24 - ACTION PLAN MONITORING UPDATE: MARCH 2024

Committee considered the third and final update on the Council's Housing Strategy 2021-24, and the delivery of its action plan, presented by the Housing Strategy and Development Officer.

The strategy had been adopted in March 2021, and set out the Council's strategic framework to meet the district's housing growth ambitions and housing related support needs. The strategy was attached at Appendix 1 to the report, with the update attached at Appendix 2.

The Housing Strategy and Development Officer explained that from 1st December 2022, the duties of the former Joint Team had been transferred to the Council's Housing Management Team and Planning Policy and Housing Strategy Team; the general split was as follows:

- a) Housing Management Team – to undertake duties relating to homelessness, rough sleeping, private sector lettings and tenancy strategy; and,

CUSTOMER SERVICES SCRUTINY COMMITTEE

- b) Planning Policy and Housing Strategy Team – to undertake duties relating to the preparation of strategic housing policies, housing stock analysis and work on empty homes.

It was noted that new posts had been established within both teams.

Out of the 25 Actions to be achieved, 5 had not been fully completed; these 5 Actions would be transferred to the new Housing Strategy 2024-2029.

For the previously raised query on vacant properties being reused, it was noted that empty properties and other buildings could be reused for short term lets. The Senior Devolution Lead for Planning Policy, Strategic Growth and Housing stated that the Council would continue to tackle wasted resources and staff were working closely with the Revenues Team to identify empty properties and provide tools, and incentivise owners to bring their properties back into use, which would also alleviate pressures on homelessness and the development of the countryside.

The Chair noted her concern regarding the lack of available affordable housing for care leavers at the age of 18, and for many leaving their parental/guardianship home at 17/18.

The Portfolio Holder for Housing stated that the Council was increasing the number of properties it owned, and although some of these were one-bed properties, they were quite spacious as the focus on any new builds was on the quality, usability, and the wellbeing of future occupants.

The Housing Strategy and Development Officer explained that Bolsover Homes was working towards 400 new Council properties, and as of March 2024, 103 properties had been completed. Dragonfly Development Ltd had been in place since December 2022, and one of the reasons why the target would be carried over was due to the disruption of global supply chains in recent years. Two substantial build sites would be created in the next 18 months to get the project back on track.

The Chair noted that staffing issues had also played a part in delays and queried if this had been resolved. The Housing Strategy and Development Officer explained that in terms of recruitment, Dragonfly Development Ltd. had been working to resolve this, though private contractors were also being worked with to ensure projects remained on track.

The Chair stated that priorities were good accessibility, affordability and what families needed to ensure a safe, healthy living area with green and play areas.

In relation to Gypsy/Traveller sites, the Senior Devolution Lead for Planning Policy, Strategic Growth and Housing, explained that due to a reclarification of the definition of Gypsy/Traveller by the UK National Government, and following new data from Derbyshire County Council, a draft assessment of sites had been completed with publication due in May 2024. He added that the District was providing the number of sites required to meet demand.

Moved by Councillor Phil Smith and seconded by Councillor Vicky Waplington
RESOLVED that the Housing Strategy 2021-2024 be noted.

CUSTOMER SERVICES SCRUTINY COMMITTEE

CS57-23/24 DEVELOPMENT OF THE HOUSING STRATEGY 2024-2029

The Housing Strategy and Development Officer explained that the current Housing Strategy 2021-24 was due to expire in 2024 and a revised strategy was required.

The Committee were referred to the table on Page 82 of the document which showed the potential timeframes for the development and implementation of the new strategy; this may have been subject to change pending the completion of external data assessments/housing needs analysis, and the level of engagement during the consultation period. The Committee were then referred to Appendix 1 of the document, which was what the new strategy would look like.

There were 4 Priorities in the new strategy: Priority 1 – Providing Good Quality Housing; Priority 2 – Enabling Housing Growth; Priority 3 – Supporting Vulnerable and Disadvantaged People; and Priority 4 – Maintaining and improving property and housing management standards and ensuring that standards and living conditions in the district contributed towards better health outcomes for all.

To deliver the priorities in the corporate plan, 10 objectives had been set. These would be acknowledged within the relevant section of the strategy and supporting delivery plan:

1. Prepare and adopt new Council Housing Strategy by October 2024.
2. Deliver 200 new homes through a new Bolsover Homes Programme using Dragonfly Development Ltd. by March 2028.
3. Maintain high levels of tenant satisfaction with council housing and associated services as assessed under the annual Tenant Satisfaction Measures (TSM) with the aim to be above the national average.
4. Work towards compliance with the Social Housing Consumer Standards, ensuring tenants' voices was key when developing new council housing policies, procedures, and improvements.
5. Commission and complete an appropriate council housing stock condition survey by April 2025, and upon completion develop an improved rolling programme of stock inspections to inform future repairs and maintenance programmes.
6. Annually monitor housing delivery in the District and take steps if required to continue to meet the annual target of 272 new homes set out in the Local Plan for Bolsover District.
7. Commission and complete Local Housing Needs evidence by August 2024 to better understand the District's affordable housing needs.
8. Work with partners to increase the supply, quality, and range of affordable housing to meet identified local needs.
9. Develop strategies to support the private rented sector in supporting the Council in its duties.
10. Deliver the actions within the Council's Homelessness Strategy by December 2027.

The Senior Devolution Lead for Planning Policy, Strategic Growth and Housing stated that the Council had outlined the plan, so while ambitious the Housing Team were happy to receive Member input. A Member agreed that timelines looked challenging.

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

CUSTOMER SERVICES SCRUTINY COMMITTEE

The meeting concluded at 10:27 hours.



The Arc
High Street
Clowne
Derbyshire
S43 4JY

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: 15th May 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 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. The list can also be accessed from the Council’s website at 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.

14

Members of Executive are as follows:

Councillor Steve Fritchley - Leader and Portfolio Holder for Policy, Strategy, Resources and Media
Councillor Duncan McGregor - Deputy Leader and Portfolio Holder for Corporate 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

- 15 (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
Service Level Agreement - Household Support Fund 5	Chief Executive	Not before 23 rd May 2024	Delegated Decision Notice	Victoria Dawson, Assistant Director Housing Management and Enforcement	Key It is likely to result in the Council making revenue savings or incurring Revenue expenditure of £75,000 or more.	Open General Exception Notice published on 15 th May 2024.
Extension of agreement with Derbyshire Building Control Partnership	Chief Executive	Not before 30 th May 2024	Officer Delegated Decision	Jim Fieldsend, Monitoring Officer	Key It is likely to result in the Council making revenue savings or incurring Revenue expenditure of £75,000 or more.	Open General Exception Notice published and Scrutiny Call-In waived by agreement of the Chair of the Customer Services Scrutiny Committee.
Housing Stock Condition Survey	Executive	20 th May 2024	Report of the Portfolio Holder for Housing, Councillor Sandra Peake	Victoria Dawson, Assistant Director of Housing Management and Enforcement	Key It is likely to result in the Council making revenue savings or incurring Revenue expenditure of £75,000 or more.	Exempt item of business (information relating to the financial or business affairs of any particular person (including the authority holding that information). General Exception Notice published for waive of Scrutiny Call-In by agreement of the Chair of Customer Services Scrutiny Committee.

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
Roseland Park and Crematorium - update on project progress	Executive	24 th June 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.	Exempt item of business (information relating to the financial or business affairs of any particular person (including the authority holding that information)).
Award of three-year Microsoft Licence contract	Executive	20 th May 2024	Report of the Portfolio Holder for Resources, Councillor Clive Moesby	Nicola Astle, Assistant Director - Joint ICT Service	Key It is likely to result in the Council making revenue savings or incurring Revenue expenditure of £75,000 or more.	Open
Award of three year wide area network (WAN) data connections contract	Executive	20 th May 2024	Report of the Portfolio Holder for Resources, Councillor Clive Moesby	Nicola Astle, Assistant Director - Joint ICT Service	Key It is likely to result in the Council making revenue savings or incurring Revenue expenditure of £75,000 or more.	Open

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.

Bolsover District Council

Meeting of the Customer Services Scrutiny Committee on 3rd June 2024

Bolsover Tenants Challenge and Change Group – Review of The Voids Process

Report of Portfolio for Housing

Classification	This report is Public
Report By	Victoria Dawson, Assistant Director – Housing Management and Enforcement
Contact Officer	Joanne Wilson, Housing Strategy and Development Officer

PURPOSE / SUMMARY OF REPORT

- To inform Scrutiny of the completion of the recent review by Bolsover Tenants Challenge and Change Group.

REPORT DETAILS

1. Background

- 1.1 As part of the Tenant Engagement Strategy, one of the ways in which tenants can engage with the Council is via the Challenge and Change Group. This Group delivers the tenant scrutiny function of the tenant engagement and governance structure (Appendix 1).
- 1.2 The review has taken place between July 2023 and April 2024, across five meetings.
- 1.3 Tenants were supported by the Tenant Participation and Liaison Officer, Catherine Ford, and a number of officers from the Housing Repairs service.

2. Details of Proposal or Information

- 2.1 The tenants chose to review the Voids Process as their first piece of work. Tenants had concerns as to whether some voids were being completed to the required standard and were aware that this area had not been reviewed for a while.

- 2.2 As part of the review tenants spoke to a number of officers. They completed a site visit to the offices at Doe Lea to look at the systems and processes that were in place, and review how officers manage the voids process. They also visited 3 void properties, all of which were at different stages of the void process, to understand first-hand the level of work required to return the properties to a lettable standard.
- 2.3 The group looked at cost comparisons across the properties visited and as part of this compared the difference in costs between Dragonfly and external contractors. What was clear to tenants was the substantial cost of bringing them to re-lettable standard, while at the same time bearing the cost of lost rental income.
- 2.4 Following this we undertook a thorough look at the Lettable Standard (Technical) Document, which was last reviewed in 2018, this included making a number of recommendations for change including changes to provision of electrical outlets, no longer fitting gas cooker points due to changes in the building regulation and so on. One suggestion coming from a letter from tenants regarding retaining floor coverings if possible.
- 2.5 The tenants have agreed recommendations across six different areas (see section 6 in Appendix 2):
- Lettable Standard
 - Void costs
 - Void Timescales
 - New tenant information (with Quality Certificate showing a Tenant approval mark)
 - Use of site visits as part of reviews
 - Tenant Satisfaction (with close the loop-feedback)
- 2.6 Attached at Appendix 2 is the final report from the review for Members information.

3. Reasons for Recommendation

- 3.1 In order to ensure good communication between the Member and Tenant Scrutiny functions, it is essential that Members are informed of completed reviews and their recommendations. This will ensure there is no duplication of review by Members in to the same service area, allowing time for tenants recommendations to be implemented.

4 Alternative Options and Reasons for Rejection

- 4.1 Members could choose not to be informed of the work completed via tenant scrutiny, but this creates a risk of duplication of review work.

RECOMMENDATION(S)

1. That the Customer Services Scrutiny Committee note the recommendations of the Bolsover Tenants Challenge and Change Group in relation to the Voids Process.

Approved by Portfolio Holder for Housing – Cllr. Peake

IMPLICATIONS:

Finance and Risk: Yes ☐ No ☒

Details: None from this specific report.

On behalf of the Section 151 Officer

Legal (including Data Protection): Yes ☐ No ☒

Details: The suggested revisions to the Lettable Standard have been checked for compliance with current legislation.

On behalf of the Solicitor to the Council

Environment: Yes ☒ No ☐

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

Details: The proposals in the revised Lettable Standard include low energy LED light bulbs will be installed in all light fittings. Furthermore, in line with the move away from gas installations, the cooker position will have electric supply only, unless there is an existing gas cooker point which is fully compliant to regulations. Gas bayonet fittings to be removed and capped off.

Staffing: Yes ☐ No ☒

Details: There are no human resource implications from the Tenants recommendations.

On behalf of the Head of Paid Service

DECISION INFORMATION

Is the decision a Key Decision? A Key Decision is an executive decision which has a significant impact on two or more District wards or which results in income or expenditure to the Council above the following thresholds: Revenue - £75,000 <input type="checkbox"/> Capital - £150,000 <input type="checkbox"/> <input checked="" type="checkbox"/> Please indicate which threshold applies	No
Is the decision subject to Call-In? (Only Key Decisions are subject to Call-In)	No

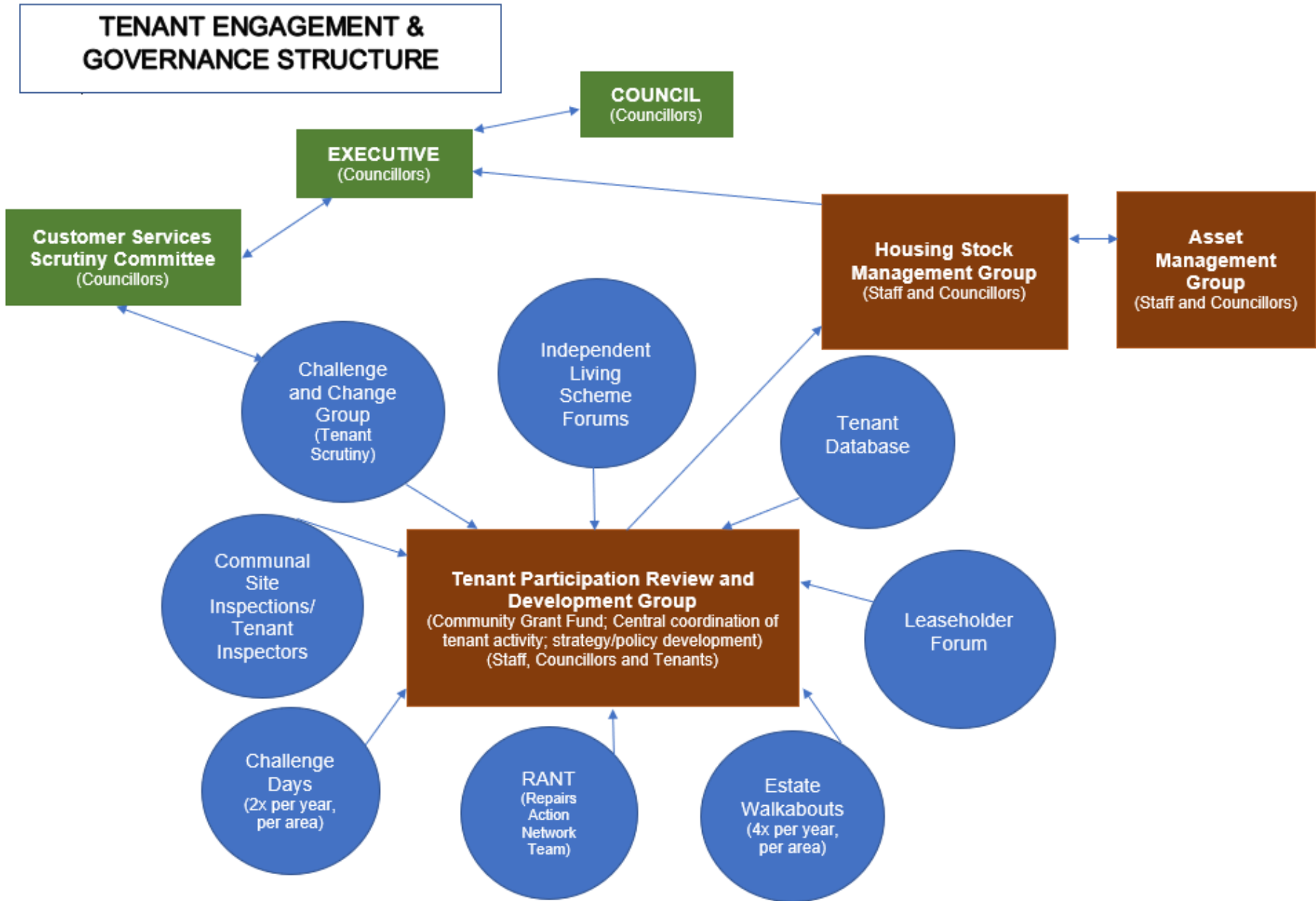
District Wards Significantly Affected	All indirectly
Consultation: Leader / Deputy Leader <input type="checkbox"/> Executive <input type="checkbox"/> SLT <input type="checkbox"/> Relevant Service Manager <input type="checkbox"/> Members <input type="checkbox"/> Public <input type="checkbox"/> Other 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

Links to Council Aims: Customers, Economy, Environment and Housing.
<p>The Tenant Engagement Strategy and our objectives link to the following corporate aims:</p> <ul style="list-style-type: none"> • Our Customers by providing excellent and accessible services • Our Housing by delivering social and private sector housing growth

DOCUMENT INFORMATION	
Appendix No	Title
1.	Tenant Engagement and Governance Structure
2.	Bolsover Tenants Challenge and Change Group – Review of The Voids Process

Background Papers
<i>(These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Executive you must provide copies of the background papers).</i>

Rpttemplate/BDC/040222



Bolsover Tenants Challenge and Change Group



Review of the Voids Process July 2023-April 2024

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

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Background image of Bolsover Tenants Challenge and Change Group front cover showing a magnifying glass over a red house - includes the Bolsover Council logo, Dragonfly Development logo and Tenant Approved logo.

Contents

1. Introduction.....	4
2. Reason for the review.....	4
Review Objectives	4
3. The Challenge and Change Working Group.....	4
4. The Investigation	5
Documents reviewed	5
Performance Data.....	5
5. The Review Process – Our evidence and questions to officers.....	5
Site Visits.....	8
6. Findings and recommendations.....	9
7. Next Steps	10
Appendix 1	11
Appendix 2	15
Appendix 3	19
Appendix 4	23
Appendix 5: Bolsover Lettable Standard	28

1. Introduction

Bolsover Challenge and Change Group have chosen a number of areas for investigation. The review of the Void Process is the first review undertaken by the Group and allowed tenants to review how the Council is performing.

2. Reason for the review

It is a common experience for tenants to see a property remaining empty, sometimes for several months when there is no obvious reason for this. Although the Council publish data stating the average void times are 63 days this can create a difference between tenant perception and reality.

The intention of this review was to gain a better understanding of the management of the voids process and to make recommendations for improvements, if and where applicable.

Review Objectives

1. To look at the voids standard to assess how inspections are carried out by monitoring them and checking if the standards are being met.
2. To look at how much is spent on void properties.
3. To review the lettable standard and is it fit for purpose.
4. To review the turnover times of void properties and consider how they compare with other organisations.

3. The Challenge and Change Working Group

The following tenants were involved in this review working group:

- Steven Bramley Tenant Representative
- Angela Sharpe Tenant Representative
- Heather Fretwell Tenant Representative
- Kathleen Blair Tenant Representative
- Doreen Potts Tenant Representative
- Catherine Morley Tenant Representative

The group were assisted by:

- Head of Property (Repairs and Maintenance), Andrew Clarke
- Tenant Participation Officer, Catherine Ford
- Voids Process Co-ordinator, Luisa Pratt
- Repairs Co-ordinator, Dan Barley

4. The Investigation

Documents reviewed

Document Title	How it was reviewed
Lettable standard policy	Document discussed within meeting and provided hard copy.
Lettable standard certificate	Document discussed within meeting and provided hard copy
Lettable standard draft tenants' brochure	Document discussed within meeting and provided hard copy
Process chart	Document discussed within meeting and provided hard copy
In house programming boards	Discussion and visual inspection at Riverside Depot
Finance - inhouse labour materials	Document discussed within meeting and provided hard copy. Provided costings per void property inspections
Subcontractors	Document discussed within meeting and provided hard copy. Provided costings per void property inspections
Element costs	Document discussed within meeting and provided hard copy. Provided costings per void property inspections

Performance Data

Type of Data	How it was reviewed
Void turnaround times	Discussion at Riverside Depot and RANT (Repairs Action Network Team)
Benchmarking against another landlord	Not provided
Satisfaction Data	Update on Tenant Satisfaction Measures (@March 24) discussed at RANT

5. The Review Process – Our evidence and questions to officers

The challenge and change team explored the existing written policies, procedures, leaflets, and the lettable standard. This also included financial information relating to voids costings and rent loss.

The team had several meetings with officers/councillors both in the office and on-site. This included visiting void properties.

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The team visited the working office and spoke to housing managers and the Repairs Co-ordinator's.

We wanted clarification on the whole voids process from officers, so we requested responses to a series of questions to enable us to fully understand what defines a void property, what delays are encountered and when the void status is removed from a property to make it ready for lettings. This enabled us to get a better understanding of the voids process.

	Tenants Question	Councils Response
1	What is a void property?	We used the word "Void Property" to describe a property that is empty with no live tenancy.
2	Why would a property become a void?	<p>A property could become empty for several reasons including:</p> <ul style="list-style-type: none"> • The tenant has given notice to leave. • The keys have been returned to the council without notice. • The property has been abandoned. • The tenant has died, leaving no eligible successor. • The tenant has been evicted.
3	What data is available on a void?	<p>A range of data is held and maintained on all of our void properties including:</p> <ul style="list-style-type: none"> • Date the property becomes void. • Total amount of turnaround time. • Schedule of required works, including costs. • How soon it was allocated. • If the property was refused • Reason for the property becoming void.
4	How is data kept, organised, and presented?	<p>We currently produced monthly reports to monitor turnaround times which can be broken down between repairs and allocations times.</p> <p>We are looking towards streamlining our procedures by introducing a live tracker system which will provide up to date information.</p>
5	What is meant by the average void time?	The average void time is the overall figure during a specific period. We report this figure on a quarterly and yearly basis.
6	When does a void start?	A void is started when the termination date is reached, and keys received (or notice to quit expires/eviction). If the keys are received

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	Tenants Question	Councils Response
		before the termination date and necessary paperwork completed the void can start.
7	At what point does a void stop being a void?	A property stops being a void once a new tenancy is granted, or it is removed from the general housing stock.
8	What does housing law say about voids?	<p>There are legal requirements governing all our allocation of properties in terms of health and safety. For each property we must provide the following:</p> <ul style="list-style-type: none"> • EPC rating certificate • Confirmation of electrical safety • Gas safety certificate • Installation of CO2 and smoke alarms
9	Who decides what major works are required?	The Repair Co-ordinators assess the properties for the necessary work required. They do this in conjunction with the council's technical specification and any legislative health and safety requirements.
10	Who carries out the work necessary?	Work is carried out by Dragonfly trades people and contractors. We use contractors for specialist works such as damp-proof courses or structural works. Sometimes we also use them when we have a high number of voids.
11	How do you keep void times to a minimum?	<p>Keeping turnaround and rent loss to a minimum is a high priority for us and we do this by:</p> <ul style="list-style-type: none"> • Inspecting properties as soon as practically possible, ideally within 24 hours in receipt of the keys. • We advertise properties in advance of the work being completed. • We allow tenants to view the properties while the work is being carried out. • We carry out pre-termination inspections on most properties to enable us to plan for future works and any possible recharges.

When looking at the data for voids performance, timescales, and financial costs we were not able to compare with other landlords, since the Council had not carried out any comparisons and were unable to provide benchmarking information.

Site Visits

We requested a site visit to look at 3 void properties which the Council were happy to arrange. This included looking at a property before inspection and whilst work was being carried out. From this we were able to speak direct to the tradesmen and assess the quality of the work. Unfortunately, we did not have time to visit a completed void or assess the cleaning/decoration standard when the property is handed back for letting.

The following is a summary of our visits:

7 Westfield Bank Barlborough – a recent void property (2Bed Bungalow) which required inspection. The property had been left completely full of furniture and personal things. The repairs manager explained everything would need to be removed before any repairs could take place. During the visit we carried out our inspection with guidance from the repairs co-ordinator, Dan. A worksheet was used to categorise the repairs required. Dan explained that these works would be ordered on the computer system which would automatically produce a costing, including a separation of materials and labour costs. – see appendix 1.

258 Elmtun Road Creswell – a void property (3 Bed House) that was undergoing refurbishment. The works were major with new bathroom, kitchen, and rewire. – see appendix 2.

17 East Street Creswell – a void property (2Bed Bungalow) that was almost complete. The works were major with wetroom and rewire. – see appendix 3.

70 King Street Clowne – a void property (2Bed Bungalow) that we were told was complete, but didn't inspect due to time constraints. It was described as a major void with wetroom, replacement windows, full decoration, and rewire – see appendix 4.

The state of each property varied with different repairs necessary in each. The group had mixed views about how tenants could be encouraged to leave properties in a better condition. Some members also expressed concerns of the possibility of tenants needing help because of hoarding which becomes apparent when the property becomes vacant.

We were informed that there had been 195 total voids completed from 1st April 2023 to 31st December 2023 with the average void time of 63 days.

Currently, we are informed that 14 properties were completed by external contractors rather than Dragonfly, this equates to 7.18% of voids for that time period.

6. Findings and recommendations

The following table summarises our findings and recommendations for improvement:

Area of Impact	Recommendation	Reason
Lettable Standard	<ul style="list-style-type: none"> Amend tenant specification <u>see appendix 5</u> 	<p>The document was last update in 2018 and does not reflect current requirements of living standards i.e. – increasing the number of electrical sockets in the property.</p> <p>To also ensure that the document is easy to read and accessible for all tenants.</p>
Void Costs	<ul style="list-style-type: none"> Investigate a programme for decorating through the Repairs Action Network Team. This could involve decorating vouchers. Enhance systems for tenants to be involved in the monitoring of the cleaning contract. 	<p>The group were aware that there is currently no decorating allowance paid to tenants and feel that this would be a great benefit. The tenants however were told of a cleaning programme and would like to explore these standards further.</p>
Void Timescales	<ul style="list-style-type: none"> That regular performance information on voids turnaround is presented to RANT. 	<p>The group are aware of staff shortages which has led to longer void times in some areas. The group would like to monitor this to ensure that targets set by the council are being maintained.</p>
New tenant information	<ul style="list-style-type: none"> Develop an information leaflet for new tenants which identifies what they should expect from their new home – easy read version of the lettable standard. Consider the use of pictures to show relevant standards. Ensure the leaflet is prepared in easy-to-read language with no jargon 	<p>This would help prospective tenants understand the standard of property to expect and include basic practical information about the property. The group are also keen to see pictures included but happy to discuss further.</p> <p>The current void certificate for new tenants is outdated and a more modern, up to</p>

Area of Impact	Recommendation	Reason
	<ul style="list-style-type: none"> To update the current tenants void certificate 	date version would be more appropriate.
Use of site visits as part of reviews	<ul style="list-style-type: none"> Where site visits are used as part of a Challenge and Change review, tenants request a revisit, where possible (or photos), as follow up to completion of works. 	Tenants wish to ensure their views are being considered and that property standards are being met.
Tenant Satisfaction	<ul style="list-style-type: none"> Review how tenant satisfaction information is gathered to ensure it accurately reflects tenant's views 	Uncertain that tenants are satisfied with new property standards following the voids process.

7. Next Steps

The Challenge and Change Group would welcome the opportunity to discuss this report with senior management. We would like to work with the Council to develop an action plan which sets out ways of how to implement the recommendations or come back to us with options to discuss.

Appendix 1

7 Westfield Bank, Barlborough			
Item	Contractor	Cost (£)	Comments
Gas cap off	Dragonfly	£19.40	Labour Only
House clearance	Bolsover District Council	£300.00	Major Clearance Charge
Void asbestos survey	Environtec Ltd	£85.00	Contract Rate
Kitchen	Mathews and Tannert	£4,294.00	Contract Rate please note: price includes electrical works
Install Wet Room	Mathews and Tannert	£3,209.18	Contract Rate
Replace Combi Boiler	Mathews and Tannert	£2,405.65	Contract Rate
Void Works	Mathews and Tannert	£7,329.00	Contract Rate please note: price includes electrical works see attached work sheet
Property clean	Sweet Aroma	£95.00	Contract Rate
	Total inc. Labour and Materials	£17,737.23	

Dragonfly charge our rates £40.00 per hour

includes

operative salary

employment costs e.g.

pension, NI

uniform, PPE

Training

plant and equipment

transport inc. fuel

insurances

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Property Voids – Property Details Form

Void Works Sheet

Westfield Bank, Barlborough (Suited Key)				
Work Description	Quantity	SOR	R/C	£
House Clearance	3		N/A	
Renew W C Seat	0	23010095		
Clean Out Gutters	16	09010005		
Fit Rotary Dryer	1	35010045		
Clean Out Gullies	2	05020045		
Cap Off Gas	1	27010165		
Check Loft Space and Clear	1	35010050		
Clear Garden	1	35010055		
Remove Laminate Flooring	0	35010060		
Clear Away Shed/Coal Bunker	0	33010015		
Install Surestop Valve	1	23010180		
Fit Boiler Buoy to Combi	0	25020137		
Remove Satellite Dishes (Model Village Only)	0	05010101		
Drain Down, Leave Notice	1	25010005		
Make Good Holes To Walls Throughout	1	05010101		
Service All Windows to Property	1	13010101		
Remove and Discard Shower Head and Hose	1	23010101		
Leave New Shower Head and Hose for tenant to fit	1	01010065		
Carry Out Legionella Prevention Works	1	23010101		
Clip Flue in Loft combi only	0	23010101		
Check Loft party wall and make good any	1	05010101		
Top up Loft Insulation	1	23030025		
Install LED Lightbulbs throughout	1	11030850		
<u>Front Elevation External</u>				
Make good trip hazard on main path leading to door	1	31010025		
Upgrade boiler condensate pipe ensure 40mm discharge through wall	2	23010101		
<u>Front Elevation Corner</u>				
Remove loose verge/temp repair	1	05010101		
Re-point verge (Routine Repair)				
Replace 2x dropped section of path (trip hazard)	1	31010020		
<u>Side Elevation External</u>				
loose inspection chamber/frame (Engineers)				
<u>Rear Elevation External</u>				
Euro lock to side door	1	21010000		
Remove all brackets/nails and make good	1	13010101		
<u>Outbuildings</u>				

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Work Description	Quantity	SOR	R/C	£
Euro lock x 2	2	21010000		
<u>General</u>				
Strip wall paper to all walls and ceiling/make good	70	04010025		
Remove curtain rail/blind brackets and make good	1	13010101		
Remove carpet grippers/make good	1	13010101		
Remove loose floor tiles/make good **Advise if over 1m2 Please Note Bathroom to be removed by Contractor ****	2	13010101		
<u>Hallway</u>				
600 x 900 K1 Radiator	1	25020005		
Remove redundant TIS Box/make good	1	13010101		
Cracks in ceiling 4LM check and fill to allow decoration	4	29010010		
<u>Boiler Cupboard</u>				
latch and handles to internal door	1	21010045		
Remove loose coat hooks/make good	1	13010101		
Renew combi Boiler (Note convert to horizontal flue)	1	25010074		
<u>Front Elevation Bedroom</u>				
latch and handles to internal door	1	21010045		
Ease and adjust internal door	1	15010095		
Cracks in ceiling 4LM check and fill to allow decoration	4	29010010		
600 x 1200 K1 Radiator	1	25020005		
<u>Rear Elevation Bedroom</u>				
latch and handles to internal door	1	21010045		
Ease and adjust internal door	1	15010095		
Remove redundant pendant/make good	1	13010101		
600 x 1600 K1 Radiator	1	25020005		
Window handles	3	17010020		
Cracks in ceiling 3LM check and fill to allow decoration	3	29010010		
<u>Bathroom</u>				
Remove hooks/nails, cupboard etc/ make good	1	13010101		
Window handles	1	17010020		
Re-seal window frame internally	2LM	15010070		
Remove redundant pendant/make good	1	13010101		
Cracks in ceiling 2LM check and fill to allow decoration	2	29010010		
600 x 400 K1 Radiator	1	25020005		
latch and handles to internal door	1	21010045		
Ease and adjust internal door	1	15010095		
<u>Hall Cupboard</u>				
latch and handles to internal door	1	21010045		

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Work Description	Quantity	SOR	R/C	£
Remove DIY shelving/make good	1	13010101		
<u>Living Room</u>				
latch and handles to internal door	1	21010045		
Ease and adjust internal door	1	15010095		
Cracks in ceiling 5LM check and fill to allow decoration	5	29010010		
Window handles	3	17010020		
Plaster Air Vent to Chimney	1	29010020		
<u>Kitchen</u>				
latch and handles to internal door	1	21010045		
Renew kitchen Medium	1	19010095		
Gas cooker point (new required)	5	23010101		
Window handles	2	17010020		
Radiator as per kitchen plan	1	25020005		
Euro lock to rear door	1	21010000		



Kitchen following wall strip, refurb and plastering



Living Room following wall strip, rewire

Appendix 2

258 Elmton Road, Creswell			
Item	Contractor	Cost (£)	Comments
Gas cap off	Dragonfly	£19.40	Labour Only
Void asbestos survey	Environtec Ltd	£85.00	Contract Rate
Damp Survey	Baggley and Jenkins Remedials	£75.00	Contract Rate
Wall Paper Stripping	Dragonfly	£300.00	Labour Only
Damp Works	Baggley and Jenkins Remedials	£709.83	Contract Rate
Full rewire	Farrendale	£3,648.02	Capital Contract
Void Works	Dragonfly	£17,636.21	Labour £10,900, Materials £6,736.21
Plastering to ceilings	Evendine	£1,560.00	
Skip Hire	Wards	176.98	1x 8 yard skip Tendered Rate
Property clean	Sweet Aroma	£95.00	Contract Rate
	Total inc. Labour and Materials	£24,305.44	

Dragonfly charge our rates £40.00 per hour

includes

operative salary

employment costs e.g. pension, NI

uniform, PPE

Training

plant and equipment

transport inc. fuel

insurances

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Property Voids – Property Details Form

Void Works Sheet

258 Elmton Road, Creswell (Suited Key)

Work Description	Quantity	SOR	R/C	£
House Clearance	0			
Renew W C Seat	1	23010095		
Clean Out Gutters	16	09010005		
Fit Rotary Dryer	1	35010045		
Clean Out Gullies	2	05020045		
Cap Off Gas	1	27010165		
Check Loft Space and Clear	1	35010050		
Clear Garden	1	35010055		
Remove Laminate Flooring	0	35010060		
Clear Away Shed/Coal Bunker	0	33010015		
Install Surestop Valve	1	23010180		
Fit Boiler Buoy to Combi	0	25020137		
Remove Satellite Dishes (Model Village Only)	0	05010101		
Drain Down, Leave Notice	1	25010005		
Make Good Holes To Walls Throughout	1	05010101		
Service All Windows to Property	1	13010101		
Remove and Discard Shower Head and Hose	1	23010101		
Leave New Shower Head and Hose for tenant to fit	1	01010065		
Carry Out Legionella Prevention Works	1	23010101		
Clip Flue in Loft combi only	0	23010101		
Check Loft party wall and make good any	1	05010101		
Top up Loft Insulation	1	23030025		
Install LED Lightbulbs throughout	1	11030850		
<u>Front Elevation External</u>				
Clear bricks and debris grade area	2	05010101		
Gas meter box door	1	13010101		
5LM of 4ft rail and pale fencing inc. posts next to path	5	31030030		
<u>Rear Elevation External</u>				
Remove timber gate and frame/make good	2	05010101		
Remove Outside tap	1	23010101		
Remove loose bricks – various and retaining board and grade garden down from side elevation	4	05010101		
Clear and scape all expansion joints on rear paths	2	05010101		
<u>General</u>				
Make good holes/patch plaster throughout	1	29020027		
Remove curtain rail/blind brackets and make good	1	13010101		

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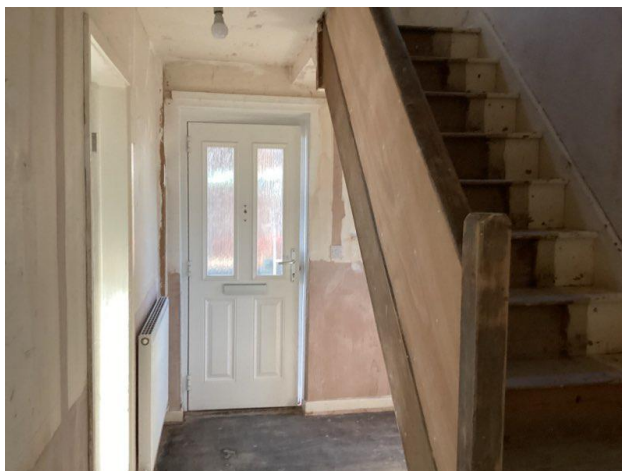
Work Description	Quantity	SOR	R/C	£
Strip wall paper to all walls and ceiling/make good	20	04010025		
Insulate and plaster Eves Evendine Provisional	1	40404040		
All heating pipework on drops	4	23010101		
<u>Downstairs WC</u>				
66x26 Internal door	1	15010126		
Remove mirror/holders make good	1	13010101		
Lever taps to wash basin	1	01010090		
Renew low level cistern	1	23010155		
<u>Living Room</u>				
66x26 Internal door	1	15010126		
Plaster air vent to chimney	1	29010020		
Exchange radiator with dining room radiator same location	3	23010101		
Additional Radiator on adjacent external wall 600x 1000 K1	1	25020005		
<u>Dining Room</u>				
66x26 Internal door	1	15010126		
Plaster air vent to chimney	1	29010020		
Remove loose plaster to window head/make good	1	29020025		
replace skirting board to chimney breast	2	13020010		
<u>Kitchen</u>				
66x26 Internal door x 2	2	15010126		
Remove item from door frame/make good	1	13010101		
Remove redundant extractor ducting /make good	2	13010101		
Holes various	1	13010101		
Renew kitchen Medium	1	19010095		
<u>Stairs</u>				
Overboard spindles	4	13010101		
<u>Landing</u>				
Overboard spindles	4	13010101		
600x 500 K1 outer wall	1	25020005		
Re-fix loose floor boards various inc. near to bathroom 4 LM	4	13010020		
<u>Bathroom</u>				
W/C complete	1	23010110		
1600 Bath	1	23010035		
Shower Mixer	1	11030020		
Aqua board 8m2	1	13040030		
Remove wall tiles/make good	1	29010065		
Construct stud partition to accommodate the shower mixer floor to ceiling at the end of bath	4	13010101		

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Work Description	Quantity	SOR	R/C	£
Lever taps and splash back to existing wash basin	1	01010090		
Remove mirror	1	13010101		
Remove self-adhesive floor tiles/check floor	1	13040030		
600 x 500 K1 outer wall	1	25020005		
Remove lock from door/make good	1	13040030		
<u>Front Elevation Bedroom (Green)</u>				
66x26 Internal door	1	15010126		
Re-fix loose floor boards various 4 LM	4	13010020		
Re-fit radiator grills	1	13040030		
Additional Radiator on adjacent external wall 600x 800 K1	1	25020005		
<u>Front Elevation Bedroom (Large)</u>				
66x26 Internal door	1	15010126		
600 x 1400 K2 outer wall	1	25020005		
Re-fix loose floor boards various 4 LM	4	13010020		
<u>Rear Elevation Bedroom</u>				
66x26 Internal door	1	15010126		
Re-fix loose floor boards various 4 LM	4	13010020		



Renewed Kitchen



Overboard of spindles and re-fix of loose floorboards.

Appendix 3

17 East Street, Creswell			
Item	Contractor	Cost (£)	Comments
Gas cap off	Dragonfly	£19.40	Labour Only
House clearance	Bolsover District Council	£100.00	Minor Clearance Charge
Void asbestos survey	Environtec Ltd	£85.00	Tendered Rate
Full rewire	Farrendale	£2,858.95	Capital Contract
Void Works	Dragonfly	£3,661.89	Labour £2,560, Materials £1,101.89
Wall Paper Stripping	Dragonfly	£460.00	Additional stripping following Re-wire (Labour Only)
Plastering works following wall paper stripping	Dragonfly	£240.00	Additional plastering following Re-wire and stripping (Labour Only)
Wet Room	Evendine	£4,019.00	Capital Contract
Fire Escape Window	Evendine	£367.00	Comply with fire regulations
Asbestos soil pipe collection	European Asbestos	£117.00	Contract rate
Skip Hire	Wards	176.98	1x 8 yard skip tendered rate
Property clean	Sweet Aroma	£95.00	Contract Rate
	Total inc. Labour and Materials	£12,200.22	

Dragonfly charge our rates £40.00 per hour

includes

operative salary

employment costs e.g. pension, NI

uniform, PPE

Training

plant and equipment

transport inc. fuel

insurances

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Void Works Sheet

17 East Street Creswell S80 4DN

Work Description	Quantity	SOR	Recharge	Cost £
House Clearance	1no			
Renew WC seat	-	23010095		
Clean out RW gutters	15lm	09010005		
Fit rotary dryer	-	35010045		
Clean out gullies	2no	05020045		
Cap off gas	1no	27010165		
Check loft space	1no	35010050		
Clear garden	1no	35010055		
Remove laminate flooring front porch	1no	35010060		
Clear away shed/coal bunker	-	33010015		
Install surestop valve	-	23010180		
Fit boiler buoy to combi	-	25020137		
Remove satellite dishes (Model Village only)	-	05010101		
Drain down, leave notice	-	25010005		
Make good holes to walls throughout	1no	05010101		
Service all windows to property	1no	13010101		
Remove and discard shower head and hose	1no	23010101		
Leave new shower head and hose for tenant to fit	1no	01010065		
Carry out Legionella prevention works	1no	23010101		
Clip flue in loft combi only	1no	23010101		
Check loft party wall and make good any holes	1no	05010101		
Top up loft insulation	1no	23030025		
Install LED Lightbulbs throughout	1no	13010101		
Kitchen				
Re-seal worktops	6lm	23020060		
Adjust base unit doors	3no	19010035		
Adjust wall unit doors	2no	19010035		
Remove blind & make good	1no	13010101		
Renew sink top LHD	1no	23010015		
Renew chrome strips	2no	19010055		
Renew m/latch handles	1no	21010055		
Renew 800mm shelf to corner base	1no	19010050		
Remove glue from wall tiles near window	1no	13010101		
Re- seal window internal	4lm	23020060		

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Work Description	Quantity	SOR	Recharge	Cost £
<u>Bathroom</u>				
Install wet room to welfare spec	1no	40404040		
Renew int door	1no	15010125		
Remove blind and tenant's fittings	1no	13010101		
Renew int door to cupboard	1no	15010125		
<u>Lounge</u>				
Renew int door to hallway	1no	15010125		
Renew skirting board in corner	1lm	13020010		
Remove blind	1no	13010101		
Remove shelf on radiator	1no	13010101		
<u>Bedroom1 (f)</u>				
Strip all walls in room	20m2	04010025		
Plaster patch on wall above skirting (blown)	1m2	29010005		
Renew plaster head to window	1m2	29010005		
Remove blind	1no	13010101		
Renew m/latch handles	1no	21010055		
Remove old pipework in cylinder cupboard	1no	23010101		
Renew cupboard catches	2no	13040030		
<u>Front porch</u>				
Renew rim lock	2no	21010005		
Renew lock barrel to inner door	1no	21010000		
Remove tenants own shelves and m/good	1no	13010101		
Point brickwork in outhouse	1m2	05010030		
Make good cracks in concrete path to front and side	5lm	31010025		
Remove outside tap	1no	23010101		
Renew svp to rear	1no	09020035		
Point slabs up on rear	8m2	05010030		
Flaunch manhole	1no	05020035		
Fit gulley grate to rear	1no	05020055		
Remove plastic edging to front and rear	1no	13010101		
Remove old shed bases in garden to rear	2no	05010101		
Make good step to rear garden.(last step wearing away)	1no	05010101		

OFFICIAL



Install of wetroom



Appendix 4

70 King Street, Clowne			
Item	Contractor	Cost (£)	Comments
Gas cap off	Dragonfly	£19.40	Labour Only
House clearance	Bolsover District Council	£300.00	Major Clearance Charge
Void asbestos survey	Environtec Ltd	£85.00	Contract Rate
ACM floor tile removal	European Asbestos	£823.28	Contract Rate
Installation of front composite door	Evendine	£1,320.35	Capital Contract
Installation of Rear PVC door	Evendine	£618.90	Capital Contract
Full rewiring	Farrendale	£3,240.50	Capital Contract
Replace 4x windows, 2x window handles to existing and 2LM of soffit to rear	Evendine	£1,682.00	Windows heavily stained with nicotine unable to clean to a standard. Soffit to rear damaged
Void Works	Evendine	£8,539.00	Kitchen, doors see attached void works sheet
Wetroom	Evendine	£4,019.00	Capital Contract
Additional Void works as agreed	Evendine	£3,347.00	Plastering following wall paper removal, Remove/Refit Radiators and Electrical switches, Door and Frame, make good flooring after ACM removal
Re-locate gas cooker pipe	Dragonfly	£107.34	Labour £80, Materials £27.34
Replace combi boiler	Dragonfly	£1,950.00	Labour £300, Materials £1,650
Redecoration works	Dragonfly	£2,983.00	Labour £2,500, Materials £483
Property clean	Sweet Aroma	£95.00	Contract rates
	Total inc. Labour and Materials	£29,129.77	

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Dragonfly charge our rates £40.00 per hour

includes

operative salary

employment costs e.g. pension, NI

uniform, PPE

Training

plant and equipment

transport inc. fuel

insurances

Void Works Sheet

70 King Street, Clowne (Suited Key to Front Door)

Work Description	Quantity	SOR	Recharge	Cost £
House Clearance	0			
Renew WC seat	0	23010095		
Clean out RW gutters	16	09010005		
Fit rotary dryer	1	35010045		
Clean out gullies	2	05020045		
Cap off gas	1	27010165		
Check loft space	1	35010050		
Clear garden	1	35010055		
Clear away shed/coal bunker	1	33010015		
Install surestop valve	1	23010180		
Fit boiler buoy to combi	0	25020137		
Remove satellite dishes (Model Village only)	0	05010101		
Drain down, leave notice	1	25010005		
Make good holes to walls throughout	1	05010101		
Service all windows to property	1	13010101		
Remove and discard shower head and hose	1	23010101		
Leave new shower head and hose for tenant to fit	1	01010065		
Carry out Legionella prevention works	1	23010101		
Clip flue in loft combi only	0	23010101		
Install LED Lightbulbs throughout	1	13010101		
<u>Front Elevation External</u>				
Scrape path from causeway to the front door	1	05010101		
<u>Side Elevation External</u>				

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Work Description	Quantity	SOR	Recharge	Cost £
Remove hanging basket brackets	1	13010101		
Renew fencing and single gate to rear corner				
<u>Rear Elevation External</u>				
5LM of rail, and pale fencing to the rear boundary existing height also remove gate accessing the garage site and fence				
Remove slabs and scrape over garden	2	05010101		
Remove hanging basket brackets	1	13010101		
Scrape and grade whole rear garden to concrete path	2	05010101		
<u>General</u>				
Following floor tile removal make good floors throughout	2	05010101		
Remove DIY shelving throughout	1	13010101		
Remove coving throughout/make good	1	13010101		
Strip wall paper to all walls and ceiling/make good ** Please advise on plastering **	1	04010025		
Remove curtain rail/blind brackets and make good	1	13010101		
<u>Rear Elevation Bedroom</u>				
Remove redundant pendant/make good	1	13010101		
600x1200 K1 Radiator under window	1	25020005		
Additional 600x800 K1 Radiator adjacent outer wall	1	25020005		
Internal door	1	15010126		
<u>Living Room</u>				
Remove sliding door fit plywood door and frame inc. make good	1	40404040		
Remove fire place, hearth and surround/make good	1	40404040		
Brick and Plaster Air Vent	1	29020025		
600x1600 K2 Radiator	1	25020005		
Plaster Board And skim ceiling	16	29020022		
<u>Kitchen</u>				
Plaster Board And skim ceiling	8	29020022		
Internal door	1	15010126		
Renew kitchen Medium	1	19010095		
Radiator as per kitchen plan	1	25020005		
<u>Outbuilding</u>				
Remove items/shelving	1	13010101		
Euro lock to outbuilding door	1	21010000		

OFFICIAL

Work Description	Quantity	SOR	Recharge	Cost £
<u>Hallway</u>				
600x1000 P Plus Radiator	1	25020005		
Remove TIS Box/make good	1	13010101		
Plaster Board And skim ceiling	8	29020022		
<u>Boiler Cupboard</u>				
Internal door	1	15010126		
Renew combi Boiler (Horizontal)	1	25010074	BDC	
<u>Front Elevation Bedroom</u>				
600x800 K1 Radiator under window + repipe all drops	1	25020005		
Additional 600x800 K1 Radiator adjacent outer wall	1	25020005		
Internal door	1	15010126		
<u>Bathroom</u>				
Internal door	1	15010126		
Plaster Board And skim ceiling	8	29020022		
Wet Room, WC, WHB	1	40404040		
Remove coving/make good	1	13010101		
600x500 K1 Radiator	1	25020005		
<u>Hallway Cupboard</u>				
Internal door	1	15010126		
<u>Rear Porch</u>				
Remove cupboards/shelving make good	1	13010101		



Renewed combi boiler



Refurb of Living Room including removal of fireplace, hearth and surround.

Appendix 5: Bolsover Lettable Standard

Lettable Standard (Technical) Document

DIRECTORATE: OPERATIONS	
DOCUMENT NAME: BOLSOVER LETTABLE STANDARD (TECHNICAL)	VERSION: 67 DATE: November 2018 <u>February 2024</u>
PREVIOUS VERSIONS: - 1. Nov 2005 2. Jan 2006 3. Mar 2008 4. March 2011 4.5. <u>November 2018</u>	<u>VERSION DATE</u> Tenant Group Consulted Document
<p>OUTLINE DESCRIPTION:</p> <p>TO ASSIST BOLSOVER DISTRICT COUNCIL IN ACHIEVING ITS CORPORATE OBJECTIVES FOR VOID MANAGEMENT AND PERFORMANCE TARGETS.</p> <p>DOCUMENT TO BE ADOPTED FOR ALL VOID PROPERTIES, ENSURING FULL COMPLIANCE.</p> <p>DOCUMENT TO BE USED TO PROVIDE A 'BOLSOVER LETTABLE STANDARD' TENANT BROCHURE.</p>	
ASSOCIATED PROCEDURES:	

Lettable Standard (Technical) Document

RELEVANT LEGISLATION:

- DECENT HOMES STANDARD [GUIDANCE 2006](#)
- WATER BYLAWS 1987
- IEE REGULATIONS ~~18TH~~ EDITION
- ~~GAS SAFETY REGULATIONS 1994~~
- [LOCALISM ACT 2011](#)
- [THE HOUSING ACT 1985](#)
- [LOCAL GOVERNMENT \(MISCELLANEOUS PROVISIONS\) ACT 1982](#)
- [GAS SAFETY \(INSTALLATION AND USE\) REGULATIONS 1998 \(GSIUR\) AS AMENDED 2018. APPROVED CODE OF PRACTICE AND GUIDANCE](#)
- [HEALTH AND SAFETY LEGISLATION INCLUDING HEALTH AND SAFETY AT WORK ACT 1974](#)
- [HOUSING HEALTH AND SAFETY RATING SYSTEM \(ENGLAND\) REGULATIONS 2005](#)
- [CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH REGULATIONS 2002 \(COSHH\)](#)
- [ENVIRONMENTAL PROTECTION ACT 1990](#)
- [BUILDING SAFETY ACT 2022](#)
- [SMOKE AND CARBON MONOXIDE REGULATIONS 2015 AND SMOKE AND CARBON MONOXIDE ALARM \(AMENDMENTS\) REGULATIONS 2022](#)
- [HOMES \(FITNESS FOR HUMAN HABITATION\) ACT 2018](#)
- [GAS SAFETY \(INSTALLATION AND USE\) REGULATIONS 2018](#)
- [ELECTRICAL SAFETY, QUALITY AND CONTINUITY REGULATIONS 2002/2665](#)
- [CONTROL OF ASBESTOS REGULATIONS 2012](#)
- [REGULATORY REFORM \(FIRE SAFETY\) ORDER 2005](#)
- [DATA PROTECTION ACT 2018 AND GDPR](#)
- [EQUALITIES ACT 2010](#)
- [DISABILITY DISCRIMINATION ACT 1995](#)
- [SOCIAL HOUSING \(REGULATION\) ACT 2023](#)

Lettable Standard (Technical) Document

1.0 Floors

1.1 Floors will be in a good and safe condition.

1.2 Floorboards will be inspected and made good to ensure they will be free from major faults that could cause injury.

1.3 If ceramic floor tiles are found to be broken or damaged ~~anywhere in the property~~
~~kitchen, bathroom & WC~~, then all tiles to be removed and floor made good ready to receive tenants floor covering.

1.4 Where concrete floors have been finished with vinyl floor tiles ~~and extensive areas if there are any~~ broken or damaged ~~tiles~~, all tiles should be removed. ~~Alternatively~~ Alternatively, where small areas are damaged, or replaced in small areas using self-leveling screed.

1.5 Where practicable, existing floor coverings will be left in situ where they are deemed to have remaining life. This will be assessed on an individual basis by the Repair Coordinator.

1.6 All carpet grippers and door strips are to be removed (unless affected by ACM floor tiles)

2.0 Windows

2.1 All habitable rooms shall be provided with fully serviceable/safe opening windows, with ~~double glazing~~ glass in sound and weather tight condition. Each opening casement shall be provided with an appropriate lever handle/sash lock, stay or friction hinge. Any new windows fitted below 900mm must be fitted with toughened safety glass.

3.0 Doors

3.1 All rooms shall be provided with a fully serviceable/safe door with appropriate fire rating (where applicable), each fitted with one pair of lever handles, latch, door keep and serviceable hinges. Front entrance doors shall be provided with letter plates, numbering, cylinder type mortice lock with 3 No. keys. ~~All new door glass shall be toughened glass.~~

3.2 Any missing cupboard, internal or kitchen doors to be replaced. Any damaged doors should be replaced if unable to affect a satisfactory repair.

~~3.3 Any forced entry damage must be repaired prior to re-letting.~~

~~3.4~~ 3.3 All ~~entrance~~ ~~rear exit~~ doors shall be in good sound condition with no forced entry damage and fitted with one pair of lever handles, a cylinder type mortice lock with 3 No. keys and metal keep. All new door glass shall be toughened glass.

~~3.4~~ 3.5 Fire doors may be fitted with door closers which must be fully functioning.

~~3.4~~ 3.5 Each external door should receive a lock change, and any Yale locks should be removed and the door filled or replaced if required.

Lettable Standard (Technical) Document

~~3.7~~ Where a replacement door is required it will be supplied and fitted by BDC's preferred supplier, unless emergency timescales require a standard uPVC door from alternate suppliers.

4.0 Electric

4.1 An NIC EIC 'Electrical Installation Condition Report' EICR test to be carried out on all void properties. Certificates to be received and recommendations given priority 1 and 2 to be actioned prior to re-letting.

4.2 All existing electrical fittings must be in a sound, serviceable condition, with no signs of damage. Special attention must be given to light switches, power points, ceiling pendants, cooker control points, immersion heater cabling and switch. Any accessories mounted on a pattern, where they are obstructive or prone to damage should be installed into a recessed back box, ensuring that the decoration is cut back and plaster made good ready to receive decoration. Power point converters, i.e. triplicators and single to double, should be removed and sockets installed into recessed back boxes.

4.3 The consumer unit must contain a full set of circuit breakers/blanks/fuse carriers, and must be suitably located where practicable. Electrical upgrades to 18th Edition regulations may include consumer unit change to add surge protection where required.

4.4 Light switches should be located within the room which it serves, and where necessary be switched ~~two~~ 2-way where the room is a walk-through type, for ~~e.g.~~ e.g. hallways, kitchens. Dimmer switches must be replaced with rocker type switches as part of the Void Repairs. Ceiling mounted pull switches are only to be used in bathrooms. All other locations are to be removed, including ~~two~~ 2-way within bedrooms.

4.5 Redundant telecare (TIS) panels and switch gear must be removed in all bungalows and flats (excluding Sheltered Schemes)

4.6 When ~~re-wiring/upgrading electrics within voids~~, as a minimum requirement the following power sockets should be provided:

Lounge: ~~4~~ 2 x doubles ~~or any combination, i.e. 1 x double & 2 singles~~ (2no at TV location)

Dining Room: ~~2~~ 4 x double or any combination

Main Bedroom: ~~3~~ 2 x doubles or any combination

Small Bedroom: ~~2~~ 4 x doubles or any combination

Kitchen: ~~3~~ 2 x doubles or any combination, cooker control unit with connection block & fused spurs and unswitched single sockets for appliances under worktops.

Hallway / Landing: 1 no single to each

An ~~e~~Outside lights to be fitted, ~~to entrance doors~~ location to be decided by Voids Inspectors

A smoke and CO alarm to be fitted if required

Extractor fans to bathroom, kitchen and cloakrooms.

4.7 Smoke and CO alarms must be checked and upgraded where necessary to current standards for rented properties. All battery-operated smoke detectors installed by previous tenants must be removed.

Lettable Standard (Technical) Document

4.8 Location of power points to be considered by Repairs Coordinator to ensure where practicable the layout suits property / tenant group. Any required works to be detailed on Void Electrical Instruction sheet- and the kitchen drawing.

4.9 Low energy LED light bulbs will be installed in all light fittings.

5.0 Plumbing Fittings

5.1 Plugs and chains shall be fitted to all sink units, wash hand basins and baths.

5.2 All taps shall be in serviceable condition. Stop taps must be tested and left in working order or replaced.

5.3 Install over bath shower, inc. mixer taps/riser rail/wall boarding/shower curtain, in Houses and Flats (excl Sheltered Schemes) where practicable, and no existing shower facility is present. Non standard 'DIY' shower facilities over baths shall be removed.

5.4 Where sanitary ware is cracked, scaled, has stained fittings or the ceramic glaze has crazed, it should be replaced.

5.5 Wall tiling to baths shall be three courses of 150 x 150 mm White glazed wall tiles and one course splash back to wash hand basin with silicone seal around perimeter.

~~5.6~~ All W.C's should be fitted with new seats.

5.7 Shower heads, hoses, and curtains will be replaced where fitted.

~~5.8~~ All plumbing installations should comply with The Water Byelaw Regulations-e. All legionella prevention works to be completed and notices issued to new tenants.

5.9 • Wetrooms to be installed in bungalows where the existing components are at end of life, e.g. bath or shower tray.

6.0 Heating

6.1 As a minimum requirement, each dwelling will be fitted with controllable gas or electrical heating system, ~~or solid fuel. Solid fuel properties shall have a heat pack installed.~~

6.2 Existing heating systems will be checked visually for condition of radiators and any leaks or defects will be rectified. Radiators will be upgraded where required.

6.3 An annual appliance safety check will be carried out to all heating appliances.

6.4 Upon completion of the relet, the gas meter should be disc'd and any appliances commissioned when arranged later by the new tenant or at sign up.

7.0 Internal Decoration

Lettable Standard (Technical) Document

7.1 Internal decoration of the property is the responsibility of the tenant. Redecoration will only be carried out in exceptional circumstances by the Council during the relet works phase.

~~Décor should be stripped where damaged as a result of void repair works, or where decoration is of poor standard, and surfaces prepared for decoration ready for the new tenant.~~

7.2 Decorating vouchers may be made available to the incoming tenants; however, this allowance is not an automatic right and should not apply in every case or for every part of the home. The allowance is awarded on a room by room basis depending on the condition of the decoration, up to the maximum allowance stated in the Decorating Allowance Procedure.

8.0 Kitchen Equipment

8.1 Existing units will be repaired if required; if units do not match or cannot be repaired the Authority will fit new kitchen units to conform to Decent Homes Standards.

8.2 Wherever possible, new kitchens must be fitted with a washing machine waste outlet with cold water plumbing supplies, and a correctly sited socket (see electrical). These should be maintained and fully operational.

8.3 Wherever possible, minimum space requirements must allow for the provision of a washing machine, fridge freezer and cooker space. (In new kitchens standard appliance size 600mm, in existing kitchens this may be less).

8.4 The cooker position will have electric supply only, unless there is an existing gas cooker point which is fully compliant to regulations. If possible both gas and electric supplies are to be provided to the cooker space (excluding Sheltered Schemes and Grouped Flats). However, some dwellings may not have a gas supply. Gas bayonet fittings to be removed and capped off.

8.5 Replacement Kitchens will be from the Gower Kitchen range and will be from agreed range with coordinating worktops, a plan of any new kitchen should be included with the work instructions.

8.6 Wall tiling should consist of two courses 150x150mm in white or ivory colour to worktop splash back, with three courses above and one below to cooker space. Alternatively, worktop upstands and cooker splash backs may be installed.

9.0 Joinery

9.1 All handrails/grab rails are to be left in a secure, safe and usable condition.

9.2 Stairs must have one handrail, and the treads must be safe and in sound condition.

~~11.0 Fire Alarms/~~Door Entry Facilities

11.1 Where provided, these services should be fully serviceable and operational. ~~Fire alarms are tested annually.~~

~~11.2 Remove battery operated smoke detectors installed by previous tenants.~~

Lettable Standard (Technical) Document

12.0 External

12.1 All ponds, water features, etc in ~~rear~~ gardens to be removed, the ground filled with topsoil and made good.

12.2 All green houses, garages and ~~garden~~ sheds / buildings to be dismantled and removed unless agreed with ~~Housing Officer~~ the Council. Concrete bases ~~may to~~ remain unless it is felt they pose a tripping hazard to occupants.

12.3 Fencing should be left in situ, unless it's condition could be ~~an~~ hazard. In certain circumstances a boundary marking fence will be erected using post and wire fencing only.

~~12.4 A rotary dryer will be provided in usable condition.~~

12.5 All paths serving entrance doors to the property are to be in a safe condition. NB This does not include garden paths, ~~or~~ paths to washing lines, paths under windows, etc.

12.6 Rain water goods should be checked, and cleared if required.

12.7 Accessible gullies should be checked and cleared if required.

12.8 Gardens will be maintained throughout the void period with grass and hedges cut to a manageable level.

12.9 Gardens should be cleared of all rubbish and unwanted possessions, but under normal circumstances no landscaping will be carried out, except for areas required for access such as pathways serving entrance doors. The property is accepted as seen and any remedial works to the garden are the responsibility of the Tenant, unless the garden is left in an exceptionally poor state.

13.0 Roof

13.1 Roof coverings should be in a sound condition with no risk of falling debris, and, with no water ingress.

14.0 Clearance

14.1 All properties will have all internal rooms, outhouses and gardens cleared of all items unless specifically specified otherwise – see 1.5 above.

14.2 All floors in all rooms must be swept clean of dust and debris.

14.3 All rubbish must be removed from the property prior to completion; NB. rubbish must not be placed in the wheelie bin.

15.0 Letting Condition

Lettable Standard (Technical) Document

15.1 Each property will receive a final clean ensuring all kitchen units and sanitary items are cleaned and disinfected, Air freshener/s are left in the property and all rooms are swept and mopped where possible.

15.2 All properties should be free from damp and/or mould growth. All sources of damp should be thoroughly investigated, and the appropriate remedial action taken.

15.3 Where non-standard items are left in the property with the agreement of the incoming tenant these will be documented and gifted to the tenant. The Council will have no repair responsibility for these items.

This schedule shall be regarded as base standard for all void re-let dwellings properties.

Bolsover District Council

Meeting of the Customer Services Scrutiny Committee on 3rd June 2024

Customer Service Standards/ Compliments, Comments and Complaints Report 2023/24 1st January 2024 to 31st March 2024 and Annual Summary

Report of the Portfolio Holder for Health and Wellbeing

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

PURPOSE/SUMMARY OF REPORT

- To provide information on the Council's performance in relation to its customer service standards.
- To provide information on the effective management of complaints and customer requests which is central to excellent customer service and the Council can use to improve its services.
- To provide information on the number of compliments, comments and complaints for the period 1st January 2024 to 31st March 2024
- To provide an Annual Summary on the above for 2023/24.
- 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) Telephony via option 2 and 3 242424

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

Revenues ‘direct dial’ achieved 84% for quarter 4.

Cumulatively performance is 79% over 2023/24, which exceeds the target of 65%.

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

Benefits ‘direct dial’ achieved 93% for quarter 4.

Cumulatively performance is 92% over 2023/24, which exceeds the target of 78%.

2.1.2 Contact Centres (Appendix 1) Telephony via option 5 242424

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

Contact Centres achieved 75% for quarter 4.

Cumulatively performance is 80% over 2023/24 which has met the target of 75%.

E-mails

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

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

For this reporting period, 1st January 2024 to 31st March 2024:

- 8,804 email enquiries (in Q4) from the public were received through enquiries@bolsover.gov.uk
- All were acknowledged within one working day

- 100 % were replied to in full within 8 working days cumulatively for Q4.

2022/23 There were more e-mails (34,885) compared to (31,191) in 2022/23 and this continues to be a popular method of contact.

Live Chat

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

Contact Centres achieved 91% for quarter 4.

Cumulatively performance is 93% over 2023/24 which is above the target of 75%.

2.1.3 Corporate Telephone Standard (Appendix 2)

Total received calls to the authority (direct dial internal/external not via 242424)

Target - 93% to be answered within 20 seconds

Appendix 2 shows the performance for Q4 1st January 2024 and 31st March 2024.

The report identifies Quarter 4 85% of incoming calls are being answered corporately within 20 seconds cumulatively.

Cumulatively performance is 87% for 2023/24 which is below target of 93%.

Target – 5% Unanswered Calls (Abandoned)

Appendix 2 shows the performance for Q4 1st January 2024 and 31st March 2024 quarterly period.

The report identifies Quarter 4 6% of all incoming calls are not being answered.

Cumulatively performance is 10% for 2023/24 which is above the target of 5%.

2.2 Compliments, Comments and Complaints

Compliments

Appendix 3 (A) shows the number of written compliments received for the period by department. In total **55** written compliments were received during Q4 1st January to 31st March 2024. Compliments were received from customers who appreciated excellent service.

Comments

Appendix 3 (B) shows the number of written comments received for the period Q4 1st January to 31st March 2024, **12** Comments were received and 100% were acknowledged and passed to the respective department within the target time of 3 working days, for consideration when reviewing their service.

Complaints

Frontline resolution (stage one)

Appendix 3 (C) shows the number of Frontline Resolution complaints received by the Contact Centre service, in total **45** complaints were recorded on the Customer Information System (33) and Open Housing Repairs system (12) for the period Q4 1st January to 31st March 2024.

89% of which were responded to within our customer standard of 3 working days.

Formal Investigation (stage two)

Appendix 3 (D,E) shows the number of Formal Investigation complaints and M.P. enquiries received by department, **26** formal complaints Q4 1st January to 31st March 2024 and **42** M.P. enquiries during this same period.

100% Formal complaints and 100% M.P. enquiries were responded to within our customer service standard of 15 working days.

Internal Review (stage three)

Appendix 3 (F) shows the number of stage three complaints received for the period by department. These are complainants who have already made a stage two complaint and still feel dissatisfied. During this period **9** stage three complaints were received all were responded to within the standard of 20 working days.

Ombudsman

1 Ombudsman complaint was received for investigation during Q4 period
- No fault was found by the Housing Ombudsman.

Annual Summary for 2023/24

The following tables provide a summary of performance for compliments, comments and complaints for 2023/24, with comparative data from previous years.

Volume and Performance

Volume by type	2023/24 Total	2022/23 Total	2021/22 Total	2020/21 Total
Compliments	203	160	187	228
Comments	33	24	23	97
M.P. enquiries	213	235	126	28
Informal Complaints (S1)	265	311	447	217
Formal Complaints (S2)	103	116	117	175
Internal Review Complaints (S3)	27	27	39	35
Total	844	873	938	563
% Comments acknowledged within standard (target 3 working days)	100%	100%	100%	100%
% Stage 2 responded to within standard (target 97%)	98%	88%	91%	94%
Average response in days (target 15 working days)	9	10	11	10
% Stage 3 responded to within standard (target 100%)	100%	92%	82%	94%
Average response in days (target 20 working days)	12	18	16	16

When comparing 2023/24 to the previous year 2022/23, the following is noted:

- There were more written compliments.
- We have received slightly more comments.
- We have received slightly less frontline resolution (S1) complaints.
- Received a reduction in formal investigation (S2) complaints and M.P. enquiries.
- Received same as previous internal review (S3) complaints however still lower than previous years
- Improvement around average response and within target timeframes

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

Complaints Feedback

Whilst there were no real trends leading to service improvements during this financial year, we have agreed to deal with 'general enquiries' from the MPs office where appropriate as opposed to escalating through the complaints process.

Due to the significant reduction in average days to respond to written complaints and meeting the target for % responses service areas, it is positively acknowledged the improvements to the administration of complaints and the service areas proactive responses and investigations to enable the Complaints Officer to produce a response for the complainant.

A revised CCC Policy which was approved and implemented April 2024, may have an impact on performance due to the reduction in response timeframes and requirements by the LGSCO & HO. In addition, the Social Housing Regulator identified an error within the Policy para 4.14, there is no longer timeframe of 8 weeks elapsed time before the HO will investigate, DD to be submitted for approval to amend.

A first Self-Assessment and Annual Complaint Handling / Service Improvement Report is to be submitted to the HO before the 30th June 2024, copy for reference (appendix 4).

3. Reasons for Recommendation

- 3.1 To note the overall performance on Customer Service Standards and Compliments, Comments and Complaints and to also note the content of Housing Ombudsman Self-Assessment to ensure corporate compliance with the new HO Code and amendments to the CCC Policy.

4 Alternative Options and Reasons for Rejection

- 4.1 None

RECOMMENDATION

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

Approved by Councillor M Dooley Portfolio Holder for Health & Wellbeing

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

Is the decision a Key Decision? A Key Decision is an executive decision which has a significant impact on two or more District wards or which results in income or expenditure to the Council above the following thresholds: Revenue - £75,000 <input type="checkbox"/> Capital - £150,000 <input type="checkbox"/> <input checked="" type="checkbox"/> <i>Please indicate which threshold applies</i>	No
Is the decision subject to Call-In? <i>(Only Key Decisions are subject to Call-In)</i>	No

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

Links to Council Ambition: Customers, Economy and Environment.
Increasing customer satisfaction with our services Improving customer contact and removing barriers to accessing information Actively engaging with partners to benefit our customers Promoting equality and diversity and supporting vulnerable and disadvantaged people

DOCUMENT INFORMATION	
Appendix No	Title
1.	Customer Service Standards monitoring 2023/24
2.	Telephony performance 2023/24
3.	Compliments, Comments and Complaints: A. Compliments by department 01/01/24 – 31/03/24 and Annual Summary chart B. Comments by department 01/01/24 – 31/03/24 C. Frontline resolution complaints by department 01/01/24 – 31/03/24 and Annual Summary chart D. Formal Investigation complaints 01/01/24 – 31/03/24 and Annual

	<p>Summary chart</p> <p>E. M.P Enquiries 01/01/24 – 31/03/24 and Annual Summary chart</p> <p>F. Internal Review complaints by department 01/01/24 – 31/03/24 and Annual Summary chart</p> <p>G. Ombudsman Investigations 01/01/24 – 31/03/24 and Annual Summary chart</p>
4	Housing Ombudsman Self-Assessment

Background Papers
None

APPENDIX 1 – Customer Service Standards Monitoring 01/04/23 – 31/03/24

Key Customer Service Standards - Performance Monitoring - 2023/2024															
	Telephone Standards						E-mail Standards			Live Chat		Written Complaints			
Period	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 Two)	% Responded to within 15 Working Days	No. of M.P. Enquiries Received	% Responded to within 15 Working Days
Target		93%		75%	65%	78%		100%	100%		75%		97%		97%
April to June	23,863	87%	18,478	82%	75%	93%	9,586	100%	100%	769	91%	27	96%	71	91%
Quarter 1 Cumulative	23,863	87%	18,478	82%	75%	93%	9,586	100%	100%	769	91%	27	96%	71	91%
July to September	24,494	94%	16,884	83%	78%	91%	9,276	100%	100%	724	92%	32	100%	55	100%
Quarter 2 Cumulative	48,357	91%	35,362	83%	77%	92%	18,862	100%	100%	1493	92%	59	98%	126	96%
October to December	22,949	83%	15,976	78%	80%	91%	7,219	100%	100%	586	96%	18	100%	45	100%
Quarter 3 Cumulative	71,306	88%	51,338	81%	78%	92%	26,081	100%	100%	2,079	93%	77	99%	171	97%
January to March	22,819	85%	18,765	75%	84%	93%	8,804	100%	100%	773	91%	26	100%	42	100%
Quarter 4 Cumulative	94,125	87%	70,103	80%	79%	92%	34,885	100%	100%	2,852	93%	103	99%	213	98%

APPENDIX 2 – Telephony Performance 01/04/23 – 31/03/24

2023/24 Q1 & Q2 April - Sept Target - 93% to be answered within 20 seconds Target - 10% Unanswered Calls (Abandoned)	Q1						Q2					
	Total Calls Received	Total Calls Answered	Total Calls Answered within 20s	% Answered within 20s	Abandoned /Lost calls	% Abandoned calls	Total Calls Received	Total Calls Answered	Total Calls Answered within 20s	% Answered within 20s	Abandoned /Lost calls	% Abandoned calls
Services												
Services Director Executive, Governance, Customer Services & Partnerships	52	27	21	77%	25	48%	38	19	18	94%	19	50%
Customer Services	137	112	106	94%	25	18%	98	83	80	96%	15	15%
HR & Payroll	272	241	238	98%	31	11%	221	191	188	98%	30	14%
Partnership Team	143	112	107	95%	31	22%	93	78	75	96%	15	16%
Communications	93	82	82	100%	11	12%	120	102	102	100%	18	15%
Executive	1	0	0	0%	1	100%	0	0	0	100%	0	0%
Services Director Fiance & Section 151 Officer	26	26	26	100%	0	0%	19	19	19	100%	0	0%
Finance & Accountancy	302	292	291	99%	10	3%	295	282	279	98%	13	4%
Revenues & Benefits	9879	9863	7826	79%	16	0%	8590	8547	7006	81%	43	1%
Joint ICT	1161	1107	935	84%	54	5%	1167	1118	944	84%	49	4%
Audit	0	0	0	0%	0	0%	0	0	0	0%	0	0%
Services Director Corporate & Legal Services and Monitoring Officer	20	20	20	100%	0	0%	20	20	20	100%	0	0%
Legal	73	45	44	97%	28	38%	18	18	17	94%	0	0%
Elections	308	240	232	96%	68	22%	119	68	66	97%	51	43%
Governance	67	60	59	98%	7	10%	70	58	57	98%	12	17%
Procurement	98	69	65	94%	29	30%	103	79	74	93%	24	23%
Performance & Improvement	87	78	78	100%	9	10%	74	66	65	98%	8	11%
Scrutiny	5	5	5	100%	0	0%	10	10	10	100%	0	0%
Total	12724	12379	10135	84%	345	18%	11055	10758	9020	90%	297	12%

Strategy												
Strategic Director of Services	0	0	0	0%	0	0%	14	12	12	100%	2	14%
Planning & Planning Policy	748	719	678	94%	29	4%	756	718	672	93%	38	5%
Joint Environmental Health	2504	2393	2010	84%	111	4%	2722	2597	2189	87%	125	5%
Housing Management & Enforcement	2611	2272	2178	96%	339	13%	2959	2602	2382	93%	357	12%
Corporate Health & Safety	50	27	27	100%	23	46%	34	21	21	100%	13	38%
Street Scene	2049	1849	1788	95%	200	7%	2003	1836	1759	96%	167	8%
Leisure, Health & Well Being	5	5	5	100%	0	0%	1630	1355	1307	96%	275	17%
	7967	7265	6686	81%	702	11%	10118	9141	8342	95%	977	14%
Dragonfly												
Dragonfly Development Ltd Director	5	5	5	100%	0	0%	3	2	2	100%	1	33%
Repairs	3656	3471	3165	91%	185	5%	4055	3754	3460	92%	301	7%
Economic Development	89	67	66	98%	22	25%	70	56	54	96%	14	20%
Facilities	158	156	151	96%	2	1%	201	197	195	98%	4	2%
Property & Commercial	285	238	235	98%	47	16%	358	298	293	98%	60	17%
Property Services	307	274	265	96%	33	11%	292	284	277	97%	8	3%
Engineers	15	8	7	87%	7	47%	8	4	4	100%	4	50%
Total	4515	4219	3894	95%	296	15%	4987	4595	4285	97%	392	19%
QUARTER TOTAL	25206	23863	20715	87%	1343	15%	26160	24494	21647	94%	1666	15%

Total in standard includes all incoming calls between Monday to Friday 9.00 a.m. until 17.00 p.m.:

Answered on the original extension within 20 seconds. Transferred to another extension on divert within 20 seconds. Picked up by a group pick up within 20 seconds

Which ring off within 20 seconds are unanswered (Abandoned)

Service areas not meeting

Target

2023/24 Q3 & Q4 Oct to Mar Target - 93% to be answered within 20 seconds Target - 10% Unanswered Calls (Abandoned)	Q3						Q4					
Department (by directorate)	Total Calls Received	Total Calls Answered	Total Calls Answered within 20s	% Answered within 20s	Abandoned /Lost calls	% Abandoned calls	Total Calls Received	Total Calls Answered	Total Calls Answered within 20s	% Answered within 20s	Abandoned /Lost calls	% Abandoned calls
Services												
Services Director Executive, Governance, Customer Services & Partnerships	22	15	10	45%	7	32%	25	13	11	84%	12	48%
2 Customer Services	109	83	80	73%	26	24%	143	108	103	95%	35	24%
HR & Payroll	230	200	195	85%	30	13%	180	166	164	98%	14	8%
Partnership Team	11	8	7	64%	3	27%	9	3	3	100%	6	67%
Communications	80	78	78	98%	2	3%	102	97	97	100%	5	5%
Executive	2	0	0	0%	2	100%						
Services Director Fiance & Section 151 Officer	15	15	15	100%	0	0%	21	20	20	100%	1	5%
Finance & Accountancy	216	208	205	95%	8	4%	192	186	185	99%	6	3%
Revenues & Benefits	8103	8081	6753	83%	22	0%	9958	9937	8726	87%	21	0%
ICT	975	923	781	80%	52	5%	1125	1088	935	85%	37	3%
Audit	0	0	0	0%	0	0%						
Services Director Corporate & Legal Services and Monitoring Officer	13	12	12	92%	1	8%	35	32	32	100%	3	9%
Elections	135	80	76	56%	55	41%	117	78	75	96%	39	33%
Governance	90	78	77	86%	12	13%	90	82	81	98%	8	9%
Legal	9	8	8	89%	1	11%	16	16	16	100%	0	0%
Procurement	87	68	60	69%	19	22%	77	61	59	96%	16	21%
Performance & Improvement	80	78	78	98%	2	3%	51	36	36	100%	15	29%
Scrutiny	9	9	9	100%	0	0%	8	8	8	100%	0	0%
Total	10186	9944	8444	83%	242	2%	12149	11931	10551	87%	218	2%

Strategy												
Strategic Director of Services	25	23	23	92%	2	8%	25	24	24	100%	1	4%
Assistant Directors	46	41	41	89%	5	11%	31	23	23	74%	8	26%
Planning & Planning Policy	767	729	685	89%	38	5%	823	772	723	88%	51	6%
Environmental Health (50%)	2316	2240	1839	79%	76	3%	1193	1144	955	42%	49	4%
Housing Management & Enforcement	2848	2500	2309	81%	348	12%	2972	2715	2613	88%	257	9%
Corporate Health & Safety	54	33	33	61%	21	39%	57	38	38	100%	19	33%
Street Scene	1687	1493	1417	84%	194	11%	1594	1428	1350	92%	166	10%
Leisure, Health & Well Being	1303	1069	1034	79%	234	18%	1495	1112	1079	97%	383	26%
Total	9046	8128	7381	82%	918	10%	8190	7256	6805	83%	934	11%
Total BDC	19232	18072	15825	82%	1160	6%	20339	19187	17356	85%	1152	6%
Dragonfly												
Dragonfly Development Ltd	3	1	1	33%	2	67%	1	1	1	100%	0	0%
Repairs	4091	3860	3552	87%	231	6%	3009	2696	2442	90%	313	10%
Economic Development	48	37	37	77%	11	23%	71	56	53	94%	15	21%
Facilities	261	253	251	96%	8	3%	203	199	198	99%	4	2%
Property & Commercial	407	337	332	82%	70	17%	352	323	320	99%	29	8%
Property Services	397	389	378	95%	8	2%	370	357	352	98%	13	4%
Engineers	1	0	0	0%	1	100%	2	0	0	0%	2	100%
Total	5208	4877	4551	87%	331	6%	4008	3632	3366	84%	376	9%
QUARTER TOTAL	24440	22949	20376	83%	1491	6%	24347	22819	20722	85%	1528	6%

Total in standard includes all incoming calls between Monday to Friday 9.00 a.m. until 17.00 p.m.:

Answered on the original extension within 20 seconds. Transferred to another extension on divert within 20 seconds. Picked up by a group pick up within 20 seconds

Which ring off within 20 seconds are unanswered (Abandoned)

Service areas not meeting target

Appendix 3 (A) Compliments by Department 01/01/23 – 31/03/23

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

Q4 COMPLIMENTS SUMMARY 2023/24					
MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department
Jan-23	2	Bolsover	The Customer Advisor was helpful, efficient and resolved the query quickly and accurately.	Contact Centre	4
			Wanted to thank all those involved in getting their heating back on		
	1	Shirebrook	Customer advisor thanked the contact centre advisors for their efficiency and said it was best customer service in many years.		
	1	South Normanton	Customer would like to thank the Customer Advisor who helped them make a housing application. The Customer Advisor was wonderful, kind, patient and a lovely person. It was a pleasure to spend time with her.	Housing	2
	1	Bolsover	Customer wanted to thank the Homeless Triage Officer for all their help on a Homeless case.		
	1	Shirebrook	Customer would like to thank the Homeless Triage Officer for all their support including emotional support and they are a lovely human being.		
	1	Bolsover	Customer would like to thank the Engineering Technician who kept them informed regarding the new street signage.	Property Services	1
	1	Bolsover	Wanted to thank all those involved in getting their heating back on	Repairs	3
	1	Creswell	Customer would like to thank the Senior Repairs Co-ordinator for all their assistance in getting their wet room installed and radiator fitted in their kitchen quickly.		
	1	Tibshelf	Workman who attended for a repair was lovely and very polite.		
	1	Clowne	Would like to thank the Senior Recovery Officer for being helpful, understanding and supportive.	Revenues	1
	2	Barlborough	Wanted to thank the Refuse member of staff who assessed their broken bin. Their manner was lovely and they explained both options (repair or replace). They are very happy with the service and they were very attentive. They also made the customer feel at ease..	Street Scene	6
			Customer would the Grounds Maintenance department for completing work to a satisfactory standard.		
	2	Bolsover	Customer would like to compliment the work done by the Grounds Maintenance Team on their road, they have also left the area very tidy.		
			Thanked the Grounds Maintenance team for doing a cracking job cutting down the hedge at the back of their flat.		
	1	Glapwell	The Refuse crew team members who collected their mop up bin were very polite.		

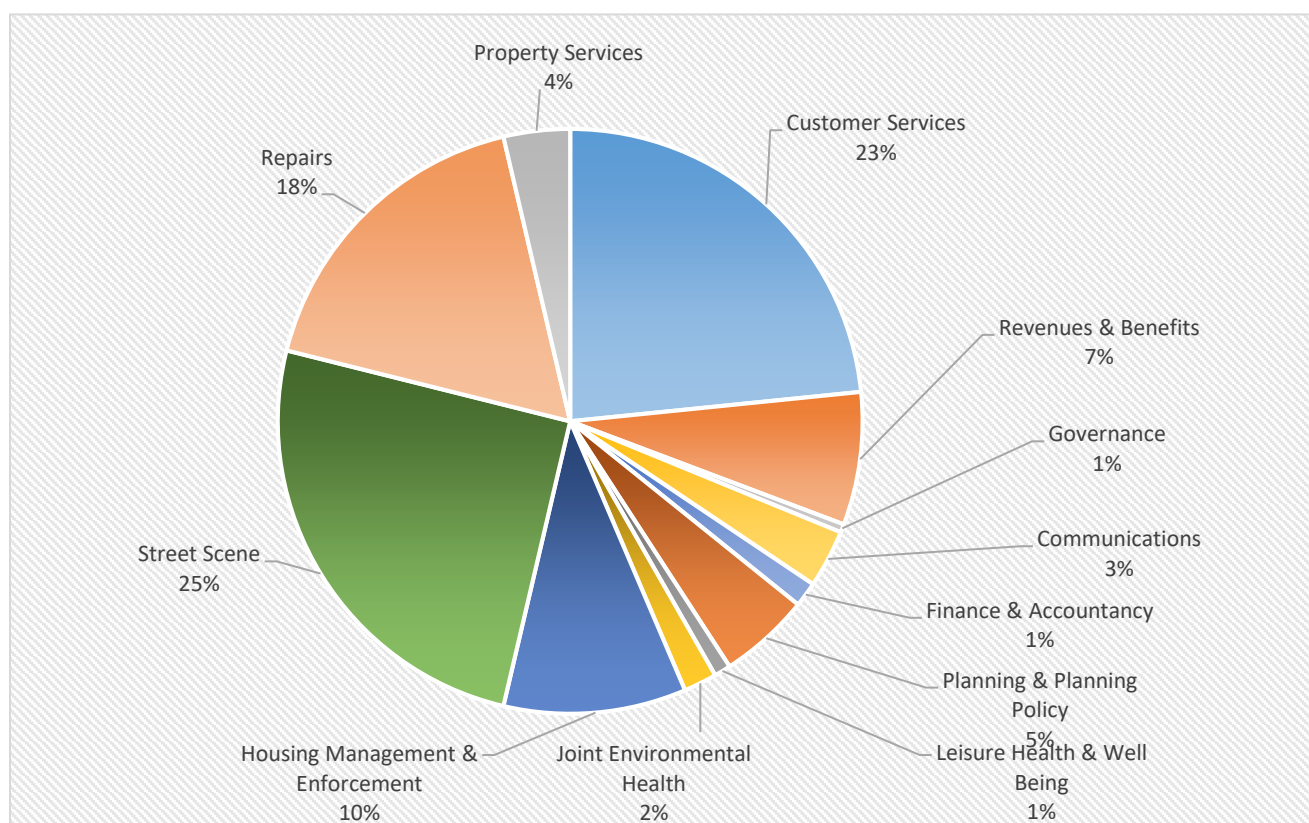
	1	Shirebrook	Customer would like to thank the Refuse department for their prompt service.		
Total compliments for January 2024. Split by department					17
Total compliments for January 2024.					16
Feb-24	1	Hodthorpe	Would like to thank all officers who have been involved in their Housing application process to them receiving a property.	Contact Centre	6
	1	Newton	Customer wanted to thank the lovely, helpful Customer Advisor who helped them at one of the Contact Centres.		
	1	Out of Area - Sedgebrook	They would like to thank the Customer Advisor who dealt with their enquiries. The advisor was polite, extremely helpful and dealt with me in a very friendly manner, they are a asset to the Council.		
	2	Shirebrook	Customer wanted to thank a Customer Advisor for their help on getting onto the assisted bin list and the Refuse Co-ordinator who went through the documents needed with them.		
			Would like to thank the Customer Advisor Who helped them at the Contact Centre.		
	1	Unknown	The customer would like to thank a Customer Advisor for all their help when they presented themselves as Homeless at South Normanton Contact Centre. The Customer was not the responsibility of this Council but the Customer Advisor ensured they had phone charge to answer the other Council's calls and gave them a food voucher.		
	1	Glapwell	Wanted to thank the Pest Controller for their excellent assistance and advice.	Environmental Health	1
	1	Hillstown	Customer was really impressed with the safe and secure service and wanted to pass on their thanks.	Housing	3
	1	Hodthorpe	Would like to thank all officers who have been involved in their Housing application process to them receiving a property.		
	1	Scarcliffe	Customer would like to thank the Careline Officer who contacted them after their mothers accident.		
	1	Clowne	Had issues for 8 days with their water authority, the Council's drainage team managed to sort the issue within 2 hours.	Property Services	1
	1	Palterton	The Repairs Operative that visited was pleasant efficient and has done a top class job. The customer wanted to pass on their thanks.	Repairs	3
	1	Shirebrook	Would like to thank the operative who fixed their radiators this morning, they were lovely, chatty, respectful and overall just amazing.		
	1	Unknown	Would like to thank the contractors operatives who fitted their wet room. They were very polite, explained well and cleaned up. They have done a really good job, are very professional and are a credit to their company.		
	1	Out of area - Wingerworth	Would like to thank the Senior Revenues Officer for their advice.	Revenues	5

	1	South Normanton	Would like to thank the Senior Revenues Officer for their help with their Council Tax.			
	3	Unknown	Would like to thank the Senior Revenues Officer for their help, it has really made a difference to their recovery.			
			Thanked the Senior Revenues Officer for their help, they really appreciated it.			
			Thanked the Principal Billing and Recovery Officer profusely advising their help made a huge difference to their finances and caused a reduction in stress.			
	1	Bolsover	The bin crew emptied the bins with minimum fuss and noise both efficiently and quickly. They believe this work should be appreciated and recognised and would like to thank the operatives.	Street Scene	7	
	2	Newton	Customer would like to thank one of the Refuse operatives who helped get their bin out and arranged for it to be emptied, they also advised them about the assisted bin list.			
			Waste and Recycling Manager was helpful and polite in resolving their issue.			
	1	Out of Office - Wingerworth	Thanked the Grounds Maintenance team for being very efficient removing debris from a road, they really appreciate it.			
	1	Shirebrook	Customer wanted to thank a Customer Advisor for their help on getting onto the assisted bin list and the Refuse Co-ordinator who went through the documents needed with them.			
	1	South Normanton	Would like to thank the Grounds Maintenance team for clearing brambles off roads.			
	1	Stanfree	Thanked the Refuse department for emptying their bin and advising of the bin collection dates.			
	Total compliments for February 2024. Split by department					26
	Total compliments for February 2024.					24
Mar-24	1	Blackwell	Customer would like to pass their appreciation on for how helpful the Customer Advisor was resolving their bin issue. The Advisor was very knowledgeable, helpful and explained what they had done incorrect.	Contact Centre	7	
	2	Bolsover	Customer wanted to thank the Customer Advisor who helped them on reception. They were very helpful and lovely.			
			Customer advised that the two Customer Advisors who helped them in the Contact Centre were very helpful and patient.			
	1	Langwith Junction	Would like to thank the Contact Centre Team for being as friendly and courteous as always.			
	1	Out of Area - Bath	The Customer Advisor who dealt with their request was cheerful and efficient. They have also stated that all the staff they have spoken with have been the same all friendly, helpful and quick.			
	1	Shirebrook	Customer came in and thanked the Customer Advisor and Ranger for a quick prompt action on helping remove a vehicle blocking mobility access			

1	Whitwell	Wanted to thank the Customer Advisor for their assistance in getting a bus pass.		
1	Hodthorpe	Customer would like to thank the Pest Control Officer for getting rid of rats at their property. They have had numerous people in the past who haven't managed the job. Now the issue is resolved they and their dog are very happy!	Environmental Health	1
1	Clowne	Customer thanked the Senior Technical Officer for the very fast turn around, the work they sent looked fabulous.	Finance	1
1	Shirebrook	Customer came in and thanked the Customer Advisor and Ranger for a quick prompt action on helping remove a vehicle blocking mobility access	Housing	1
1	Bolsover	Would like to thank the Asset Management Inspector for all they have done for them.	Repairs	4
1	Creswell	Customer wanted to thank the Repair Operatives who fitted them a new bathroom. They were brilliant, very helpful and informative.		
1	Shirebrook	Customer would like to thank the Refuse department for actioning their mothers permission request so quickly.		
1	Tibshelf	Customer would like to thank the Repairs Workmen for sorting out their outside toilet and doing a fab job		
1	Out of Area - Ashby De La Zouch	The customer wanted to pass on their thanks to the Revenues department for tracking them down to issue a refund, it was something they were not expecting and it helps them in the cost of living crisis.	Revenues	1
1	Bolsover	Customer would like to thank all the Grounds Maintenance Operatives for who cut their hedge as they did a fantastic job.	Street Scene	1
Total compliments for March 2024. Split by department				16
Total compliments for March 2024.				15

Total compliments for Q4 2023-2024. Split by department				59
Total compliments for Q4 2023-2024.				55

A - Percentage of Compliments received by department 2023/24



A - Compliments recorded by department 01/04/23 – 31/03/24		
Services Directorate	Customer Services	51
	Revenues & Benefits	16
	Governance	1
	Communications	7
	Finance & Accountancy	3
	Legal	
Strategy Directorate	Performance & Improvement	
	Planning & Planning Policy	11
	Leisure Health & Well Being	2
	Joint Environmental Health	4
	Housing Management & Enforcement	22
	Street Scene	55
Dragonfly Development Ltd	Corporate Health & Safety	
	Repairs	38
	Property Services	8

Compliments Included :	
Customer would like to thank the Council's Communications team; they are very appreciative to have the support of the Council promoting and sharing events and information. It helps them connect all together, it is really an invaluable service. It bridges the 'gap' between the Council and residents/businesses.	Communications.
Customer would like to thank the Customer advised for their help with their housing application. The advisor was wonderful and listened very well.	Contact Centre
Customer has complimented the Customer Advisors. They said it's easy to get the help needed, staff are always very friendly, helpful and nothing is too much trouble. No bad attitudes.	Contact Centre
Customer would like to pass on their commendation the Outreach worker who has been out to their property to help them. The worker was very kind, helpful and went above and beyond for them and they were very happy for the help received.	Environmental Health
Customer would like to thank the ranger for fitting the safe and secure system at their property as they felt really vulnerable with anti-social behaviour teenagers around. They are amazed that the council do this and were also really happy with their advice.	Housing
Would like to thank the Planning Officer for their quick work and has commented that the way the application has been managed is the best they have experienced from a local authority in some time.	Planning
Customer would like to thank the Business Centres Manager and the Business Estate Officer for providing an exceptional experience during the tenancy. Their dedication and care were evident from day one, and they consistently went above and beyond to ensure the needs were met. From prompt communication to resolving any issues efficiently, their professionalism and attention to detail were truly commendable.	Property Services
Would like to thank the operative who fixed their radiators this morning, they were lovely, chatty, respectful and overall just amazing.	Repairs
Customer would like to pass on their compliments to the two plumbers who attended their property for work to be carried out. They were polite, did a good job and cleaned up after themselves. Superb is the word they wish to use!	Repairs
Customer would like to thank the Recovery section for always being so understanding and helping them to pay off their balance. They are very grateful for everything the team has done for them. Customer teared up on the phone as the Council have always been so lovely.	Revenues
Customer would like to thank the recycling coordinator as they went above and beyond their duties, they were helpful, listened and solved the customers problems in one visit. Customer commented that they are an invaluable asset to Bolsover District Council.	Street Scene
Wanted to thank the Refuse member of staff who assessed their broken bin. Their manner was lovely and they explained both options (repair or replace). They are very happy with the service and they were very attentive. They also made the customer feel at ease.	Street Scene

Appendix 3 (B) Comments by Department 01/01/24 – 31/03/24

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

Q4 COMMENTS SUMMARY 2023/24					
MONTH	No. of reports per parish	PARISH	Comment Header	Service Area	Numbers Per Department
Jan-23	1	Barlborough	The bin collection email reminders over the festive period were not correct and failed to mention several points.	Communications	3
	1	Bolsover	Customer thinks that the Council's website should have information regarding the smoke free area such as fuels which are allowed.		
	1	New Houghton	Regarding Communications producing an information or awareness notice that can be sent around or put online reminding residents to keep litter safely stowed away on their properties or to use litter bins if out and about.		
	1	South Normanton	Customer has advised the Relay UK system is not working to contact the Council and would like to know about the possibility of laminated cards for hearing impaired customers.	Contact Centre	1
	1	South Normanton	Customer has advised the Relay UK system is not working to contact the Council and would like to know about the possibility of laminated cards for hearing impaired customers.	Performance	1
	1	Whitwell	Waited in all day for a repair only to chase up and find an urgent repair came in so they postponed the job. Thinks they should let customers know if this happens.	Repairs	1
	2	Barlborough	The bin collection email reminders over the festive period were not correct and failed to mention several points. Customer would like the repairs department to raise a safety concern and request all works are undertaken with correct risk assessment and method statement.	Street Scene	2
Total comments received for January 2024. Split by department					8
Total comments received for January 2024.					6
Feb-24	1	Unknown	Customer would like to ask the Council to double check letters before they are sent, be more deaf aware and have more disability training.	Equalities	1
	1	Unknown	Customer would like to ask the Council to double check letters before they are sent, be more deaf aware and have more disability training.	Revenues	1
	1	Barlborough	Would like to advise the bin crew are not listening to the recycling policy as they have thrown them in with the rest of the recycling.	Street Scene	2

	1	Bolsover	Customer called to ask if plastic pet food pouches could be recycled as not stated on calendar or website. Refuse confirmed it can be recycled under soft plastics and placed in a carrier bag. Can these be added onto the website and be added to the new calendars before they are printed.		
Total comments received for February 2024. Split by department					4
Total comments received for February 2024.					3
Mar-24	1	Clowne	Customer has made comments regarding Housing Benefit for privately rented properties.	Benefits	1
	1	Whitwell	Customer had a reminder for a bill which they paid several months earlier. They wanted the Finance department to be aware of this as it caused upset which could have been avoided.	Finance & Accountancy	1
	1	New Houghton	Customer has suggested that unmarked Bolsover Council vehicles and the officers in them can be identified.	Repairs	1
Total comments received for March 2024. Split by department					3
Total comments received for March 2024.					3

Total Comments for Q4 2023-2024. Split by department					15
Total Comments for Q4 2023-2024.					12

APPENDIX 3 (C) – (S1) Frontline Resolution Complaints by Department 01/01/24 – 31/03/24

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

Informal Complaints Summary Q4 2023-2024					
MONTH / YEAR	No. of reports per parish per Department	PARISH	Informal Complaint Header	Service Area	Numbers Per Department
Bolsover District Council January 2024	1	Bolsover	Customer did not like the Customer Advisor's attitude.	Contact Centre	1
	1	Glapwell	Customer had a pest control appointment who put bait down and their dog has eaten the bait. They would like compensation for the vets bill.	Environmental Health	2
	1	Shirebrook	Customer has been reporting their neighbours dog barking for 12 years and nothing action has been taken by the Environmental Health department.		
	1	Bolsover	Customer is complaining about a Central Control operative who refused to help with reporting the matter.	Housing	4
	1	Clowne	Customer was assured that the flooding grant would be processed and paid within a week. They were then unable to contact the Housing Needs Officer before the Christmas break and still did not receive the grant which all their neighbours had.		
	1	Creswell	Not happy with the information given to them by the Income Management Assistant. Also did not like their attitude and thought they were not helpful.		
	1	Shuttlewood	Customer complaining about an unplanned ranger visit. Thinks its because they made a formal complaint.		
	2	New Houghton	Customer believes an officer has been unhelpful with their issues.	Property Services	2
		New Houghton	Customer had a leak caused by work to their roof, does not feel like they were helpful at the time.		
	1	Bolsover	Had an emergency out of hours repair on Friday but the contractor did not turn up. BDC has gone today to resolve issue but customer would like to know why contractors did not attend.	Repairs	3

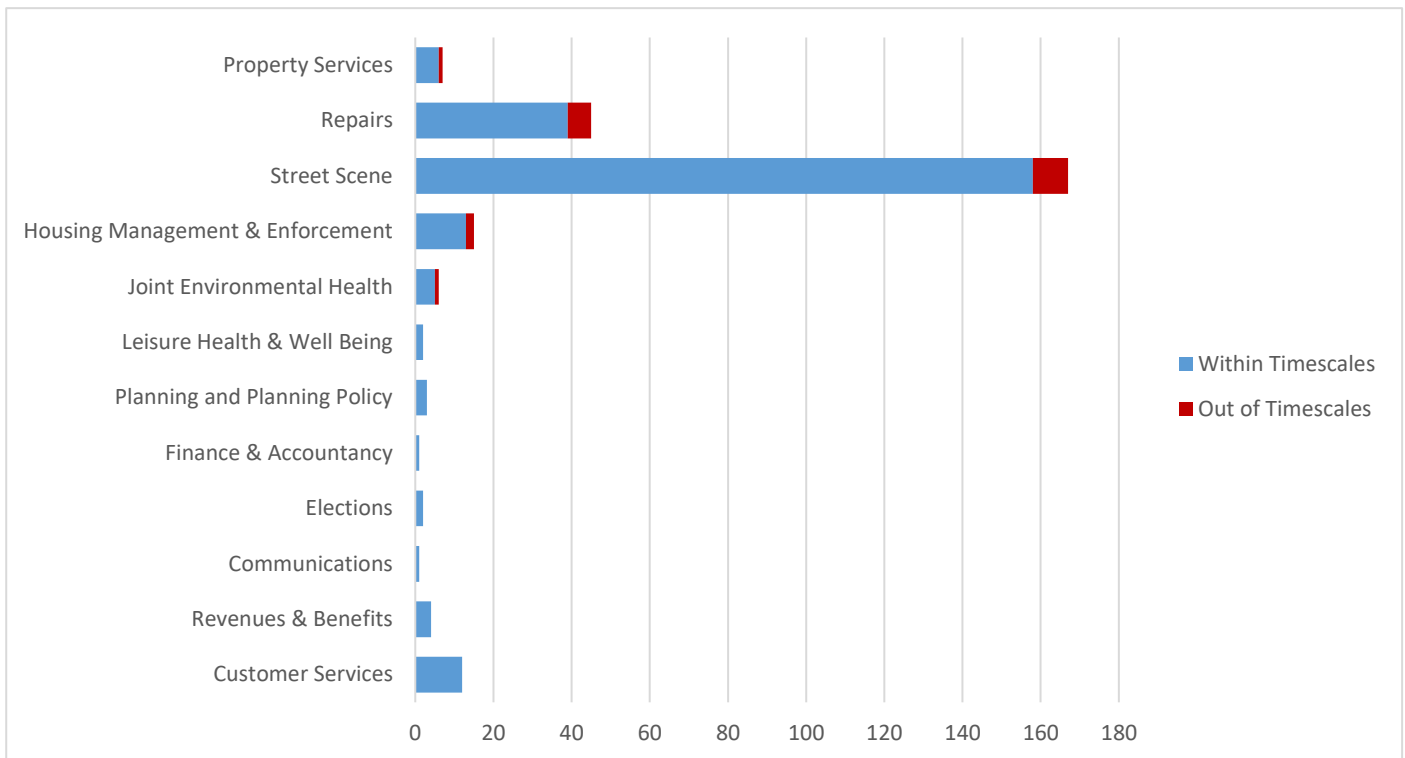
	2	Clowne	Noticed that their glasses were misshapen after the repairs operative had been. There might be a charge to have them fixed which they will let the Council know about.	Street Scene	12
		Clowne	Contractor visited a day late and could not fix the door. They returned the next day and still did not have the correct parts. They door will not properly close and it is very cold outside. The customer feels they should have not left with an unsecure door.		
	2	Barlborough	Customer reporting that their bins are regularly missed and is annoyed they have to keep reporting it. Were told it would be collected on a date and it was not.		
		Barlborough	Customer ordered a new bin and has still not received one month later.		
	2	Bolsover	Customer is not happy that their bins have not been delivered and side waste has not been collected.		
		Bolsover	Customer still hasn't received replacement black bin after two years. They have been using a broken bin and recently the bin lorry swallowed the bin and it hasn't been replaced at all.		
	1	Clowne	Customers bin was not emptied on the mop up		
	3	Creswell	Customers bins are regularly missed.		
		Creswell	Customer wanted to swap an item of the same size on the bulky collection as an item was removed overnight. This was not allowed and they feel the policy is outdated and should allow discretion.		
		Creswell	Customers bins are regularly missed.		
	1	Pleasley Vale	Customer is unhappy that their black bin is being continually missed. They have cameras and has not seen the crew come near their lane.		
	1	Shirebrook	Customers recycling bin is not collected regularly. The residents are also on the assisted collection so should have this taken for them.		
	1	South Normanton	Customers bulky collection was not collected.		
	1	Stainsby	The customers waste was spilled all into the road after the bin collection.		
Total informal complaints received for January 2024. Split by department					24
Total information complaints received for January 2024					24

Bolsover District Council February 2024	1	Bolsover	Customer has chased the Housing department several times but has still not received a call back.	Housing	1
	1	Whitwell	Was not happy with the manner of one of the Engineers	Property Services	1
	1	Creswell	The tenant is suffering from mould within a room which the inspector advised was due to incorrect ventilation despite the tenant raising concerns they believed it was due to another issue. Following the contractors visit today they have advised that a previous repair had caused water ingress. They would like the problem resolving and for the Council to organise redecoration.	Repairs	3
	1	Langwith	Tenants granddaughter has called to complain regarding the plastering work carried out.		
	1	South Normanton	Had multiple issues with a window being loose and bad condensation. Had multiple repairs but issues continue, they would like old windows replacing.		
	1	Barlborough	Grounds Maintenance operative drove over their grass and did not apologise.	Street Scene	7
	1	Bolsover	Customer has called chasing a tree cutting request for 3 years but they have heard nothing back. The tree blocks sunlight and leaves block their gutters. It has now caused two leaks in the property.		
	1	Clowne	Customers bin has been missed on the last two occasions. They are using recyclable bin bags and this issue has happened previously.		
	2	Creswell	Customers relatives bin has not been returned to the correct location and the Refuse department have informed them they cannot return due to resources.		

		Creswell	Ongoing issues regarding their burgundy bin collection.		
	1	Shirebrook	Refuse lorry has reversed into and damaged customers gate.		
	1	Whaley	Multiple issues with a assisted missed bin collection.		
Total informal complaints received for February 2024. Split by department					12
Total information complaints received for February 2024					12
Bolsover District Council March 2024	1	Bolsover	Complaint that the plaster has begun cracking and that they were left without heating and hot water whilst their boiler was fixed following a CO2 leak.	Repairs	6
	1	Clowne	Customer has advised the have not been informed of the date of their appointment and the job is nearly outside of its target date. They also now have a brown stain on their rug due to the radiator leak.		
	1	Glapwell	The tenant is not happy that the Council do not deal with rusty flaky radiators as due to them being elderly they cannot do it themselves.		
	1	South Normanton	Pipes have been rattling in the building since the void flat has had repairs. It is preventing them from sleeping. They are unhappy that the Ranger was unable to fix this and think that an out of hours plumber should fixed this or they should have been given temporary accommodation until the issue was resolved.		
	1	Stanfree	Tenant advised they were not informed about the gas servicing appointment date and that a removeable box built by them had been ripped out. They are also awaiting parts for the boiler.		
	1	Whitwell	Tenant wanted to complaint about the repair done to their fence.		
	1	Bolsover	Customers black bin keeps being missed.	Street Scene	3
	1	Langwith Junction	Ongoing issues regarding their burgundy bin collection.		
	1	South Normanton	Ongoing issues regarding their assisted burgundy bin collections.		
Total informal complaints received for March 2024. Split by department					9
Total information complaints received for March 2024					9

Total informal complaints received for Q4 2023-2024. Split by department	45
Total informal complaints received for Q4 2023-2024.	45

C - Number of Frontline Resolutions (Stage 1) within target (working days) by Department 01/04/23 – 31/03/24



C - Number of Frontline Resolutions (Stage 1) complaints 01/04/23 – 31/03/24		Number
Services Directorate	Customer Services	12
	Revenues & Benefits	4
	Communications	1
	Elections	2
	Finance & Accountancy	1
Strategy Directorate	Planning and Planning Policy	3
	Leisure Health & Well Being	2
	Joint Environmental Health	6
	Housing Management & Enforcement	15
	Street Scene	167
Dragonfly Development Ltd	Repairs	45
	Property Services	7

Appendix 3 (D) (S2) Formal Complaints by Department 01/01/24 – 31/03/24

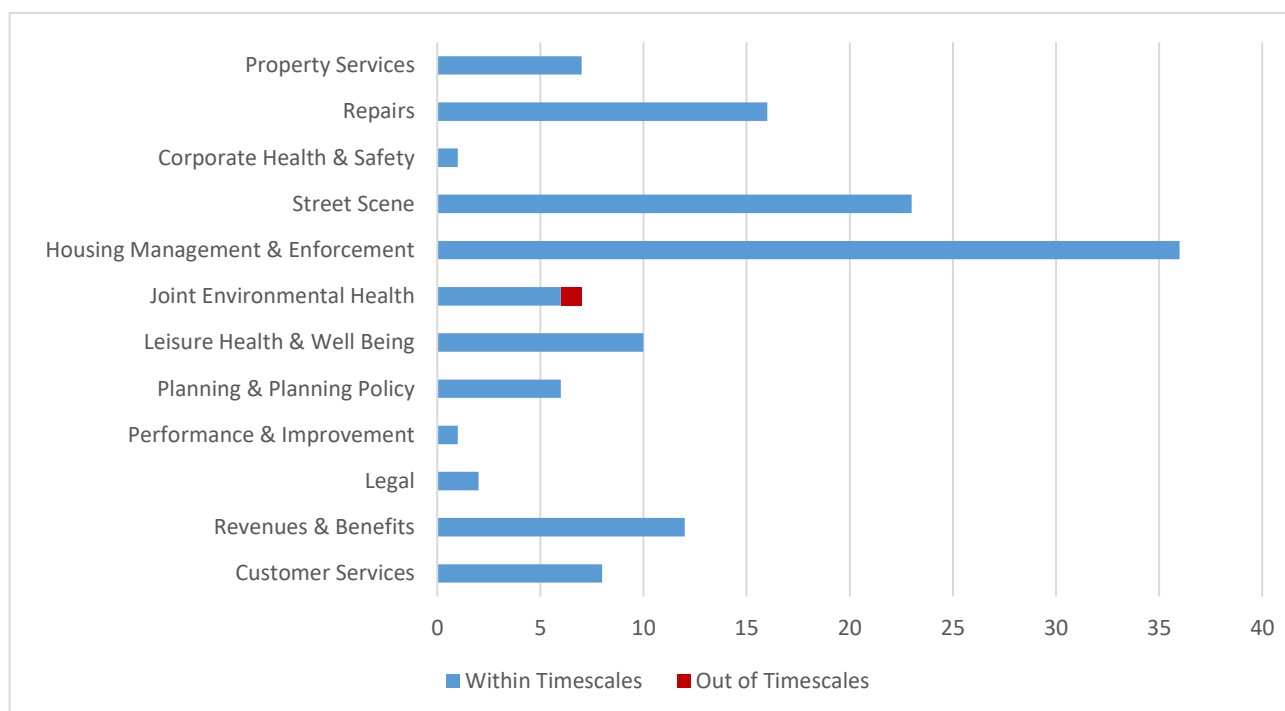
Please note that some stage 2 Formal complaints were for 2 or more departments

Q4 Formal Complaints SUMMARY 2023/24					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
Jan-24	1	Bolsover	Customer is not happy they received a letter from an Environmental Health Officer regarding an accumulation of waste at their property when they did not have any.	Environmental Health	2
	1	Whitwell	Ongoing Environmental Health air pollution case. Customer is not happy with the actions taken by the Officers and how investigations have been conducted amongst other issues.		
	1	Sutton-in-Ashfield	MP raised formal complaint on behalf of their constituent regarding their Housing Application.	Housing	1
	1	Blackwell	Disputing their Right to Buy discount figure and how it has been dealt with.	Legal	2
	1	Bramley Vale	An officer did not respond to their email.		
	1	Creswell	Customers bins keep being missed.	Street Scene	1
Total formal complaints received January 2024. Split by department					6
Total formal complaints received January 2024					6
Feb-24	1	Newton	Customer has complained that their recycling bin was missed due to somebody fly tipping in it and that the Customer Advisor they spoke with was not very helpful.	Contact Centre	1
	1	Bolsover	Customer would like to complain about all the issues they have had at their Council property. They believe they should be offered to move properties.	Housing	1
	1	Clowne	Customer would like to complain that the Council failed to record pre application advice	Planning	1
	1	Bolsover	Customer would like to complain about all the issues they have had at their Council property. They believe they should be offered to move properties.	Housing Repairs and Maintenance	1
	1	Bolsover	Customer is not happy that they received a response one day before the Summons date, they also don't believe it has been issued lawfully.	Revenues	2
	1	Stanfree	Customer has received correspondence from Council Tax which has been stressful, confusing and accusatory.		
	1	Newton	Customer has complained that their recycling bin was missed due to somebody fly tipping in it and that the Customer Advisor they spoke with was not very helpful.	Street Scene	1
Total formal complaints received February 2024. Split by department					7
Total formal complaints received February 2024					5

Mar-24	1	Bolsover	Customer would like to complain about a Planning Enforcement case.	Environmental Health	1
	1	Bramley Vale	Customer is complaining that their Council tenant neighbours are running a business from home, are parking inconsiderately and that the Ranger looked into their garden invading privacy.	Housing	6
	1	Clowne	Complaint regarding a Housing Application.		
	1	Shirebrook	Complaint regarding their Housing Application and HARP decision.		
	1	South Normanton	Customer is making a complaint regarding the increase in social housing rent.		
	1	Stanfree	Customer would like to complain about the Tenancy Management Officer		
	1	Tibshelf	Complaint regarding the response provided by the Tenancy Management Officer and about your bins not being emptied.		
	1	Barlborough	Complaint regarding the changing facilities at Go Active at the Arc and the Leisure Duty Manager.	Leisure	3
	2	Unknown	Complaint regarding the disabled shower rooms.		
			Customer would like to complain about the rules for the swimming pool at the Arc in Clowne and the response they've had so far with their enquiries.		
	2	Bolsover	Customer would like to complain about a Planning Enforcement case.	Planning	2
		Palton	Complaint regarding the conduct of the council planning committee during the public consultation meeting of February 14th 2024 regarding the development of 2 Castle View, Palton.		
	1	Pleasley	continued issues with the roof and ongoing and increasing damage in Unit F1 in Mill One at the Business Park in Pleasley Vale due to the ingress of water through the roof throughout the unit.	Property Services	1
	1	Blackwell	Customer had a wet room installed by the Councils contractors and this resulted in damages which they would like compensation for.	Repairs	2
	1	Creswell	Customer was not happy with their M.P. Enquiry response and has now raised a formal complaint regarding their window repairs.		
	1	Bolsover	Customer would like to complain regarding how their Council Tax Support claim has been handled.	Revenues	1
	1	Tibshelf	Complaint regarding the response provided by the Tenancy Management Officer and about your bins not being emptied.	Street Scene	1
Total formal complaints received March 2024. Split by department					17
Total formal complaints received March 2024					15

Total formal complaints received in Q4 2023-2024. Split by department					30
Total formal complaints received in Q4 2023-2024					26

D - Formal Investigations (Stage 2) Complaints within target (15 working days)
by Department 01/04/23 – 31/03/2024



D - Number of Formal Investigations (Stage 2) Complaints 01/04/23 – 31/03/24		Number
Services Directorate	Customer Services	8
	Revenues & Benefits	12
	Legal	2
	Performance & Improvement	1
Strategy Directorate	Planning & Planning Policy	6
	Leisure Health & Well Being	10
	Joint Environmental Health	7
	Housing Management & Enforcement	36
	Street Scene	23
	Corporate Health & Safety	1
Dragonfly Development Ltd	Repairs	16
	Property Services	7

Appendix 3 (E) MP Enquiries by Department 01/03/24 – 31/03/24

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

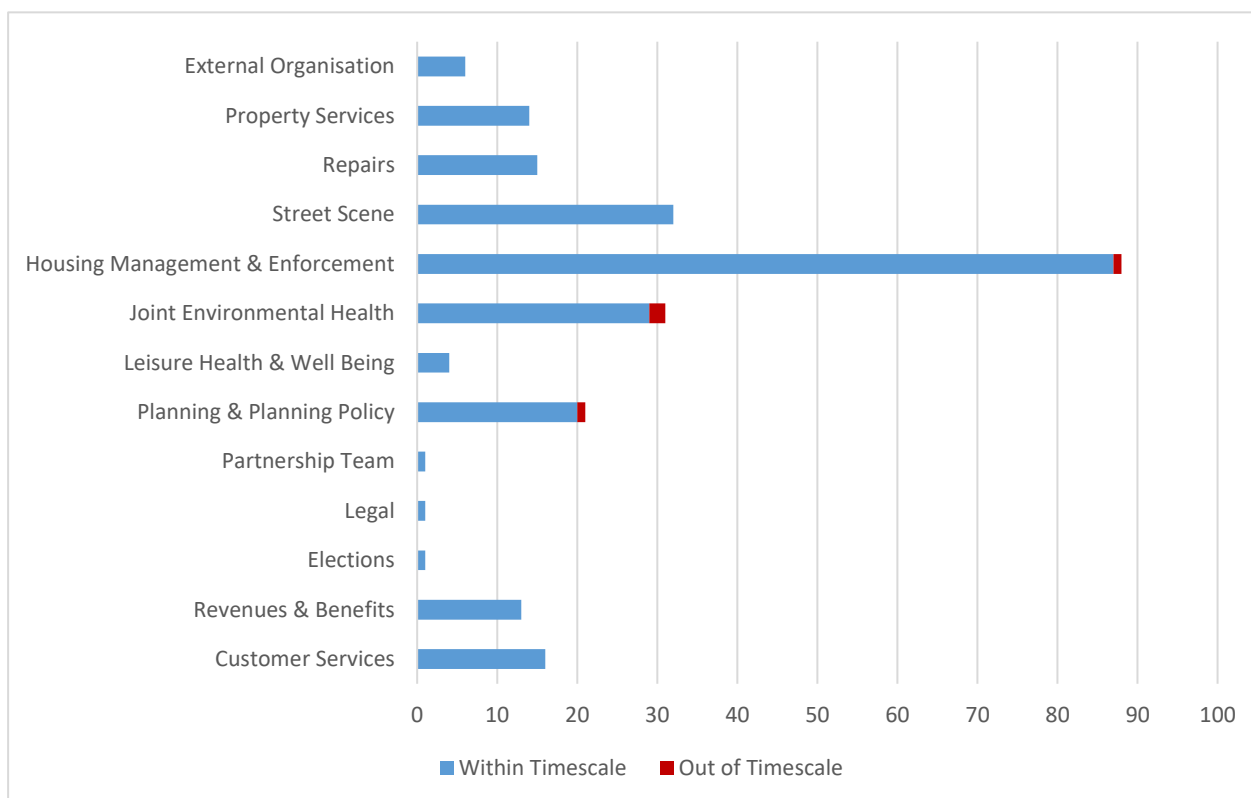
Q4 MP Enquiries SUMMARY 2023/24					
MONTH	No. of reports per parish	PARISH	MP Enquiry Header	Service Area	Numbers Per Department
Jan-24	1	Shirebrook	Concerns about lack of public bins and amount of litter in Shirebrook. Query on safety of new monument and lease of new café in the town centre.	Engineers	1
	1	Barlborough	Would like to know the enforcement rules of lorries in laybys. They are near their home for long periods of time causing a noise disturbance.	Environmental Health	3
	1	Langwith Junction	Regarding a noise complaint which has been made previously.		
	1	Pinxton	Would like to know why funding has been cut for a club in Pinxton and to see if any grant funding can keep it going.		
	3	Bolsover	Customer was advised their Housing banding would change when their baby was born but it has not and they are overcrowded.	Housing	7
			Would like information on ASB in Bolsover.		
			Regarding ASB quad and motorbikes in Bolsover.		
	1	Hillstown	Regarding a Housing Application and a Section 21 Notice		
	1	Pinxton	Would like information on the charge residents are paying for the warden service and access to a day room whilst refurbishment is going ahead.		
	1	Whaley Thorns	Is facing homelessness and does not have the money to privately rent. Is on the Council's Housing list but has been advised there are no properties.		
	1	Whole Area - BDC	Would like information on the Flood Recovery Framework and what support is being offered and how they apply.		
	1	Clowne	Would like information on the potential for a BMX track in Clowne.	Leisure	1
	1	Bolsover	Hedge which is opposite him has grown tall and wide would like to know if the Council can help.	Planning	1
	1	Tibshelf	Customer is not happy with the Council's external contractor who fitted them a new roof and their neighbours assisted gardens which are overgrowing.	Property Services	1
	1	Bolsover	Has had a series of electrical fires at the property and are concerned it is not safe to return. Would like update on what is being done regarding this issue and for the relevant documents from inspections and meetings.	Housing Repairs & Maintenance	2
	1	Clowne	Has requested some welfare adaptations. BDC and DCC have been liaising but no progress has been made.		
	1	Bolsover	Trouble establishing an affordable payment plan for their Council Tax	Revenues	2

	1	Whole Area - BDC	Would like information on the Flood Recovery Framework and what support is being offered and how they apply.		
	1	Shirebrook	Concerns about lack of public bins and amount of litter in Shirebrook. Query on safety of new monument and lease of new café in the town centre.	Shirebrook Town Council	1
	1	Hilcote	Regarding litter picking done in Hilcote and Blackwell.	Street Scene	3
	1	New Houghton	Severn Trent have dug up the road and they were concerned their bins might not get serviced. The properties in the area are also untidy and they would like Environmental Health out.		
	1	Shirebrook	Concerns about lack of public bins and amount of litter in Shirebrook. Query on safety of new monument and lease of new café in the town centre.		
Total MP enquiries received in January 2024. Split by department					22
Total MP enquiries received in January 2024.					19
Feb-24	1	Bolsover	Unhappy they have been asked to have business waste bin to renew their license.	Environmental Health	2
	1	Creswell	Concerns raised over air quality levels		
	1	Glapwell	Would like to know the future of a park within Glapwell	Glapwell Parish Council	1
	1	Unknown	Customer reporting fly tipping, overgrown trees and streets that needed cleansing. Also reported issues for the County Council and Parish Council.	Grounds Maintenance	1
	1	Bolsover	Regarding ASB incidents that have occurred over the last few years.	Housing	3
	1	New Houghton	Customer would like their Housing application to be reviewed as they feel they should be eligible for a bungalow on medical grounds		
	1	Whitwell	Regarding ongoing harassment and intimidation a resident has had from a neighbour and their desire to be rehoused.		
	1	Creswell	Concerns regarding the repairs of Council property windows.	Housing Repairs & Maintenance	1
Total MP enquiries received in February 2024. Split by department					8
Total MP enquiries received in February 2024.					8
Mar-24	1	Bolsover	Customer is concerned about the mould and damp in their privately rented home.	Environmental Health	3
	1	Bramley Vale	Customer contacted on behalf of their mother regarding perishable goods outside of the shops.		
	1	South Normanton	Customer has damp and mould in their privately rented property.		
	2	Bolsover	Customer would like to move Council properties due to ASB. Customer has raised concerns about the problems they have experienced at their Council property.	Housing	7

1	Glapwell	Regarding their current Housing Application as their current property is not suitable for their daughters medical needs.		
1	Hodthorpe	Customer has concerns regarding the ongoing problem of antisocial use of vehicles parked on the road.		
1	Langwith	Customer would like to know if they can make an urgent housing application due to their circumstances despite having a current Housing Tenancy.		
1	Shirebrook	Customer would like to move to a bungalow due to their medical conditions and believes they should be eligible.		
1	Whitwell	Customer Discretionary Housing Payment has decreased and they are unable to pay additional rent due to Bedroom Tax. They do not use it as a bedroom and do not believe they should pay this. Further to this they have mould growing on the outside of their walls.		
1	Bolsover	Customer has raised concerns about the problems they have experienced at their Council property.	Repairs	3
1	Pinxton	Customer has not received correspondence regarding their request for a car charging point to be installed.		
1	Whitwell	Customer Discretionary Housing Payment has decreased and they are unable to pay additional rent due to Bedroom Tax. They do not use it as a bedroom and do not believe they should pay this. Further to this they have mould growing on the outside of their walls.		
1	Creswell	Concerns about the Council Tax Bill which they have received for 2024/25 and advises it has apparently gone up by 20%.	Revenues	3
1	Pleasley Vale	Customer has queried their Business Rates Bill.		
1	Whitwell	Customer Discretionary Housing Payment has decreased and they are unable to pay additional rent due to Bedroom Tax. They do not use it as a bedroom and do not believe they should pay this. Further to this they have mould growing on the outside of their walls.		
1	Bolsover	Customer has concerns over a fence which they believe to be rotting and falling down.	Street Scene	2
1	Pinxton	Customer states there is a lot of rubbish and fly tipping down the A38, they would like to know what can be done and if there can be larger bins and a bin collection from this area.		
Total MP enquiries received in March 2024. Split by department				18
Total MP enquiries received in March 2024.				15

Total MP enquiries received in Q4 2023-2024. Split by department	48
Total MP enquiries received in Q4 2023-2024.	42

E - M.P. Enquiries within target (15 working days) by department



E - M.P. Enquiries 01/04/23 – 31/03/24		Number
Services	Customer Services	16
	Revenues & Benefits	13
	Elections	1
	Legal	1
	Partnership Team	1
Strategy	Planning & Planning Policy	21
	Leisure Health & Well Being	4
	Joint Environmental Health	31
	Housing Management & Enforcement	88
	Street Scene	32
Dragonfly Development Ltd	Repairs	15
	Property Services	14
External Organisation	External Organisation	6

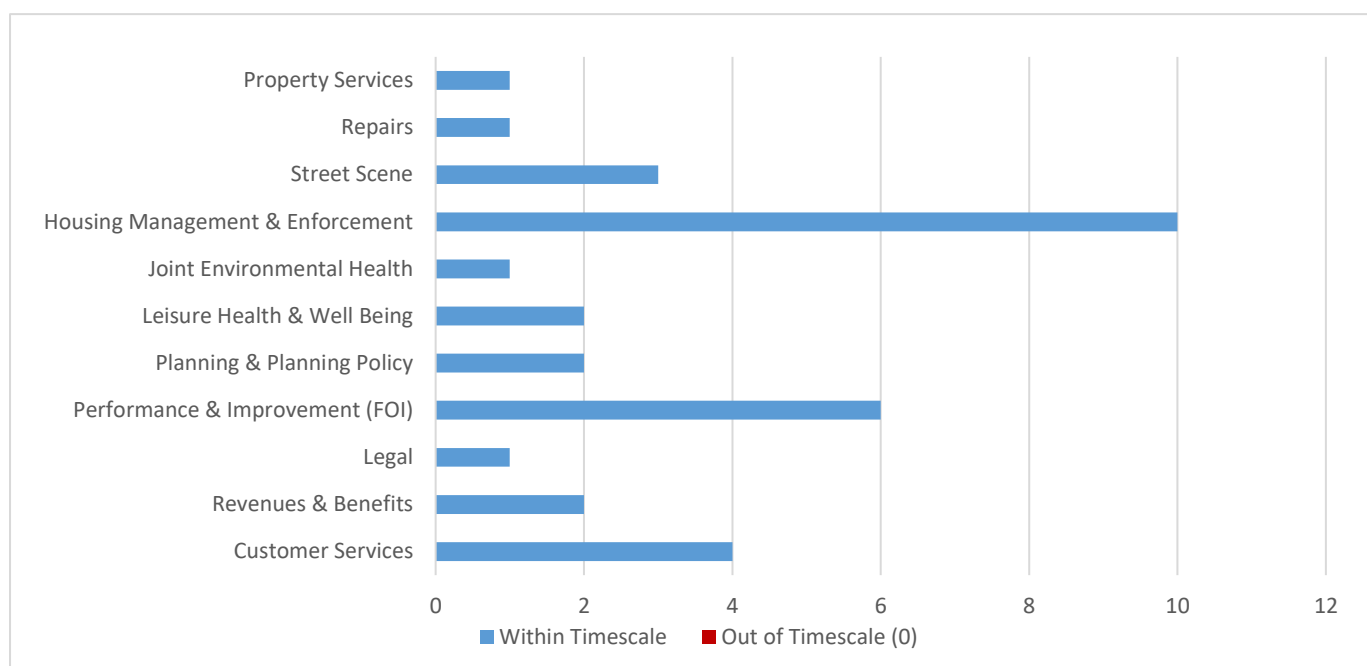
Appendix 3 (F) Internal Review by Department 01/01/24 – 31/03/24

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

Q4 Internal Review SUMMARY 2023/24					
MONTH	No. of reports per parish	PARISH	Internal Review Header	Service Area	Numbers Per Department
Jan-23	1	Out of Area - Meadowgate	Customer would like a review of their formal complaint. They said the spoke to somebody really unhelpful and gave conflicting information to what somebody had said to their partner.	Contact Centre	1
	1	Unknown	Customer was not happy that they have not been offered compensation for the oversight of their complaint leading to it being answered 5 months later when it was chased.	Customer Standards	1
	1	Out of Area - Meadowgate	Customer would like a review of their formal complaint. They said the spoke to somebody really unhelpful and gave conflicting information to what somebody had said to their partner.	Housing	1
	1	Unknown	Customer would like an FOI internal review as believes the exemption has been applied incorrectly.	Performance	1
	1	Shirebrook	The date given in the formal response is too long to wait for repairs. Disputes that the repairs were evident when the inspectors came. Would like these things reviewing and has a few more questions.	Property Services	1
Total internal reviews received in January 2024. Split by department					5
Total internal reviews received in January 2024					4
Feb-23	1	Blackwell	Customer would like an internal review of their formal complaint regarding their Right to Buy / sale of property.	Housing	2
	1	South Normanton	Customer is unhappy with the response provided and would like their Formal Complaint regarding their tenancy, rent and council tax payments to be reviewed.		
	1	Blackwell	Customer would like an internal review of their formal complaint regarding their Right to Buy / sale of property.	Legal	1

	1	Clowne	Customer does not feel the response addresses the complaint suitably and believes it to raise more questions, therefore they have requested an Internal Review.	Planning	1
	1	South Normanton	Customer is unhappy with the response provided and would like their Formal Complaint regarding their tenancy, rent and council tax payments to be reviewed.	Revenues	1
Total internal reviews received in February 2024. Split by department					5
Total internal reviews received in February 2024					3
Mar-23	1	Bolsover	Customer has requested an internal review of their formal complaint as they do not believe their original questions have been answered. They have also raised additional questions.	Revenues	1
	1	Creswell	Customer has made several complaints regarding missed bins but that has not resolved the issue and therefore this has been escalated to the next stage of the complaints process.	Street Scene	1
Total internal reviews received in March 2024. Split by department					2
Total internal reviews received in March 2024					2
Total internal reviews received in Q4 2023-2024. Split by department					12
Total internal reviews received in Q4 2023-2024					9

F- Internal Reviews (Stage 3) within target (20 working days) by department
2023/24



F - Number of Internal Reviews (Stage 3) complaints 01/04/23 – 31/03/24		Number
Services Directorate	Customer Services	4
	Revenues & Benefits	2
	Legal	1
	Performance & Improvement (FOI)	6
Strategy Directorate	Planning & Planning Policy	2
	Leisure Health & Well Being	2
	Joint Environmental Health	1
	Housing Management & Enforcement	10
	Street Scene	3
Dragonfly Development Ltd	Repairs	1
	Property Services	1

OMBUDSMAN SUMMARY Q4 2023/2024					
MONTH	No. of reports per parish per Department	PARISH	Ombudsman Header	Service Area	Numbers Per Department
January					
Total ombudsman received January 2024. Split by department					0
Total ombudsman received January 2024					0
February					
Total ombudsman received February 2024. Split by department					0
Total ombudsman received February 2024					0
March	1	Doe Lea	The complainant complains about the Council's handling of alleged antisocial behaviour being perpetrated by their neighbour. They advise this is causing them to feel unsafe in their home and wants the Council to remove its tenants.	Housing	1
Total ombudsman received March 2024. Split by department					1
Total ombudsman received March 2024.					1
Total Ombudsman received Q4 2023-2024.Split by department					1
Total Ombudsman received Q4 2023-2024					1

G – Ombudsman's Summary 01/04/23 – 31/03/24	Ombudsman	Date Received	Departments Involved	Date Decision Letter Received	Ombudsman Decision
97 Mrs X says the Council failed to follow due process when assessing her neighbour's planning applications for a boiler flue as it did not properly consider the impact of the smoke of residential amenity.	LGSCO	24/07/2023	Environmental Health	17/08/2023	We will not investigate this complaint about the Council's consideration of planning applications for a boiler flue. It is reasonable to expect the complainant to have contacted us sooner. Updated letter 7/9/23 We will not investigate Mrs X's complaint because there is not enough evidence of fault in the way the Council handled the planning applications, and the claimed injustice does not directly flow from the alleged fault.
			Planning		
Mr X complained about the conduct of a councillor which Mr X said could result in sensitive information being available to the public under freedom of information rights. Mr X is unhappy that the Council decided not to progress the complaint.	LGSCO	Not given	Councillors	08/11/23	The injustice Mr X claims from his complaint is speculative and not sufficient to justify our further involvement. In addition, the concerns Mr X raises about data security are best dealt with by the Information Commissioner's Office (ICO) which is the UK's independent regulator in respect of data protection matters.
The complainant (Miss R) complains about the Council's handling of alleged antisocial behaviour being perpetrated by her neighbour. She says this is causing her to feel unsafe in her home and wants the Council to remove its tenants.	HO	19/02/24	Housing	27/03/2024	The Housing Ombudsman deals with these types of complaints. We cannot by law investigate the issues Miss R raises and the restriction I outline at Paragraph 2 (above) applies. We cannot investigate this complaint as we have no legal jurisdiction to do so.

LGSCO* Local Government Ombudsman

HO* Housing Ombudsman

Appendix A: Self-assessment form

This self-assessment form should be completed by the complaints officer and it must be reviewed and approved by the landlord's governing body at least annually.


Once approved, landlords must publish the self-assessment as part of the annual complaints performance and service improvement report on their website. The governing body's response to the report must be published alongside this.

Landlords are required to complete the self-assessment in full and support all statements with evidence, with additional commentary as necessary.

We recognise that there may be a small number of circumstances where landlords are unable to meet the requirements, for example, if they do not have a website. In these circumstances, we expect landlords to deliver the intentions of the Code in an alternative way, for example by publishing information in a public area so that it is easily accessible.

Section 1: Definition of a complaint

66

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
1.2	<p>A complaint must be defined as:</p> <p><i>‘an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the landlord, its own staff, or those acting on its behalf, affecting a resident or group of residents.’</i></p>	Yes	<p>Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 3.1 page 6 and page 9</p>  <p>CCC Policy April 2024.pdf</p>	<p>Port folio Member updated and Policy approved at Customer Services Scrutiny 25.03.24, Executive 15.04.24.</p> <p>CCC Overview refresher training delivered via ‘Teams’ 18.04.24 to key service area Managers, Officers, Directors</p> <p>Recorded training available on staff portal.</p> <p>. Senior Leadership Team updated at a number of team meetings via P Brown Service Director for Complaint handling.</p> <p>Policy uploaded to website.</p>
1.3	<p>A resident does not have to use the word ‘complaint’ for it to be treated as such. Whenever a resident expresses dissatisfaction landlords must give them the choice to make complaint. A complaint that is submitted via a third party or representative must be handled</p>	Yes	<p>Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 3.2 page 6.</p>	<p>CIS (customer information system) scripts updated to reflect CCC Policy changes</p> <p>Third party authorisation form is completed</p> <p>Cllrs and the MP have been updated with CCC Policy and changes</p>

	in line with the landlord's complaints policy.			Customer Advisors updated via team meetings and attending overview training 12.06.24 regarding the changes to policy and new 2 stage process. Customer advisors aware to give tenants the choice to make a complaint if dissatisfied with an outcome. Must fall within scope of policy.
1.4	Landlords must recognise the difference between a service request and a complaint. This must be set out in their complaints policy. A service request is a request from a resident to the landlord requiring action to be taken to put something right. Service requests are not complaints, but must be recorded, monitored and reviewed regularly.	Yes	<p>Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 3.1 page 6.</p> <p>Training has been delivered to all assistant Directors and Heads of service. They have cascaded this to staff which includes an detailed explanation as to the difference between a Service request and a complaint</p>	CCC Overview refresher training delivered via 'Teams' 18.04.24 to key service area Managers, Officers, Directors. Senior Leadership Team updated at a number of team meetings via P Brown Service Director for Complaint handling. Recording of training available on staff portal.
1.5	A complaint must be raised when the resident expresses dissatisfaction with the response to their service request, even if the handling of the service request remains ongoing. Landlords must not stop their efforts to address	Yes		This is not specifically stated within the policy but we do this in practice. The CCC Procedures to be updated for Service Areas to follow to meet policy

	the service request if the resident complains.			requirements and will be included here.
1.6	An expression of dissatisfaction with services made through a survey is not defined as a complaint, though wherever possible, the person completing the survey should be made aware of how they can pursue a complaint if they wish to. Where landlords ask for wider feedback about their services, they also must provide details of how residents can complain.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 3.2 page 6.	Advice and or link to how to make a complaint has been added to external satisfaction surveys and the Realtime Satisfaction survey. Performance team updated.

Section 2: Exclusions

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
2.1	Landlords must accept a complaint unless there is a valid reason not to do so. If landlords decide not to accept a complaint they must be able to evidence their reasoning. Each complaint must be considered on its own merits	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – page 9	CCC Procedures to be updated for Service Areas to follow and meet policy requirements
2.2	<p>A complaints policy must set out the circumstances in which a matter will not be considered as a complaint or escalated, and these circumstances must be fair and reasonable to residents. Acceptable exclusions include:</p> <ul style="list-style-type: none"> The issue giving rise to the complaint occurred over twelve months ago. Legal proceedings have started. This is defined as details of the claim, such as the Claim Form and Particulars of Claim, having been filed at court. 	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – page 9-11	

	<ul style="list-style-type: none"> Matters that have previously been considered under the complaints policy. 			
2.3	Landlords must accept complaints referred to them within 12 months of the issue occurring or the resident becoming aware of the issue, unless they are excluded on other grounds. Landlords must consider whether to apply discretion to accept complaints made outside this time limit where there are good reasons to do so.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – page 9	
2.4	If a landlord decides not to accept a complaint, an explanation must be provided to the resident setting out the reasons why the matter is not suitable for the complaints process and the right to take that decision to the Ombudsman. If the Ombudsman does not agree that the exclusion has been fairly applied, the Ombudsman may tell the landlord to take on the complaint.	Yes	Compliments, Comments and Complaints Procedures to be updated	Corporate procedures to be updated to reflect advice to CSCO and Service areas
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 –page 9	

Section 3: Accessibility and Awareness

104

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
3.1	Landlords must make it easy for residents to complain by providing different channels through which they can make a complaint. Landlords must consider their duties under the Equality Act 2010 and anticipate the needs and reasonable adjustments of residents who may need to access the complaints process.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 3.3 page 6. Multiple channels – letter, email, face to face, via staff	Policy includes Equality Act 2010 and catering for individual needs. A full Equality Impact Assessment will be completed to support the updated policy
3.2	Residents must be able to raise their complaints in any way and with any member of staff. All staff must be aware of the complaints process and be able to pass details of the complaint to the appropriate person within the landlord.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 5.4 page 18	CCC Overview refresher training delivered via 'Teams' 18.04.24 to key service area Managers, Officers, Directors. Senior Leadership Team updated at a number of team meetings via P Brown Service Director for Complaint handling. Recording of training available on staff portal.
3.3	High volumes of complaints must not be seen as a negative, as they can be indicative of a well-publicised and	Yes	Performance reporting monitored by Scrutiny, and Executive	Service Review meetings are held annually and biannually depending on the

	accessible complaints process. Low complaint volumes are potentially a sign that residents are unable to complain.			service are requirements, Corporate Complaints and Customer Service Standards are to be introduces as an agenda item to discus CCC volumes and type, information will be shared and service areas will be required to provide any updates to recurring complaints and evidence any improvements. In addition any Complaints that also result in a compliment will be recorded. Through the training for CCC/Customer Service Standards the message is to not view a complaint a negative but as a mechanism for learning.
3.4	Landlords must make their complaint policy available in a clear and accessible format for all residents. This will detail the two stage process, what will happen at each stage, and the timeframes for responding. The policy must also be published on the landlord's website.	Yes	The Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 is on the website in an accessible format, information leaflets have been reviewed to incorporate the Policy changes and timeframes	
3.5	The policy must explain how the landlord will publicise details of the	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 –	

	complaints policy, including information about the Ombudsman and this Code.		section 5.2 page 18, the role of the ombudsman page 15-16, the Regulators code page 17-18	
3.6	Landlords must give residents the opportunity to have a representative deal with their complaint on their behalf, and to be represented or accompanied at any meeting with the landlord.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 3.2 page 6.	Third party authorisation form includes section for complaints.
3.7	Landlords must provide residents with information on their right to access the Ombudsman service and how the individual can engage with the Ombudsman about their complaint.	Yes	The Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 is on the website and staff portal in an accessible format, the information leaflet has been reviewed to incorporate the Policy changes and timeframes	Customer Service Standards Leaflet also to be updated Changes have been passed to the Communications Officer to include within the next In Touch district Publication and also the Tenants Magazine. Included within Stage Two response template

Section 4: Complaint Handling Staff

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
4.1	Landlords must have a person or team assigned to take responsibility for complaint handling, including liaison with the Ombudsman and ensuring complaints are reported to the governing body (or equivalent). This Code will refer to that person or team as the 'complaints officer'. This role may be in addition to other duties.		Customer Services and Complaints Manager Customer Standards and Complaints Officer	These officers present Complaints handling and performance monitoring reports to Customer Services Scrutiny Committee
4.2	The complaints officer must have access to staff at all levels to facilitate the prompt resolution of complaints. They must also have the authority and autonomy to act to resolve disputes promptly and fairly.	Yes	CCCadmin@bolsover.gov.uk	Complaints are a key priority for the authority, emails come from a designated CCC Admin email address. Customers can make a complaint via a number of channels which are also forwarded directly to a CCC Admin email inbox for the attn of the Customer Standards and Complaints Officer. Updates to portfolio holder monthly.
4.3	Landlords are expected to prioritise complaint handling and a culture of	Yes	Bolsover District Council – Compliments, Comments and	Customer Service Standards and Complaints

	<p>learning from complaints. All relevant staff must be suitably trained in the importance of complaint handling. It is important that complaints are seen as a core service and must be resourced to handle complaints effectively</p>		<p>Complaints Policy April 2024 – Section 5 page 17-18</p>	<p>Manager and the Customer Standards and Complaints Officer attend relevant Ombudsman training. Cover and additional resource for the service is in place with a Customer Advisor working temp 1 day per week and covering any absence to maintain effective complaint handling. Service reviews meetings held with the key service areas monthly, biannually or annually depending on service needs agenda to include Customer Service Standards and Complaints. CSCO to update re performance and services areas to update re improvements to service delivery following comment or complaint.</p>
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Section 5: The Complaint Handling Process

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
5.1	Landlords must have a single policy in place for dealing with complaints covered by this Code. Residents must not be treated differently if they complain.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024	
5.2	The early and local resolution of issues between landlords and residents is key to effective complaint handling. It is not appropriate to have extra named stages (such as ‘stage 0’ or ‘informal complaint’) as this causes unnecessary confusion.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – 2 stage process only	Officers advised in recent training of new CCC Policy and Procedure that informal stages are not appropriate.
5.3	A process with more than two stages is not acceptable under any circumstances as this will make the complaint process unduly long and delay access to the Ombudsman.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – 2 stage process only	
5.4	Where a landlord’s complaint response is handled by a third party (e.g. a contractor or independent adjudicator) at any stage, it must form part of the two stage complaints process set out in this Code. Residents must not be expected to go through two complaints processes.	Yes		We allow 3rd party complaints and complaints from the local MP. These are carried out in accordance with our 2 stage process as set out in the policy

5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Yes		Policy shared with 3 rd party organisations and also available on website. 3rd party auth is now included within the CCC form
5.6	When a complaint is logged at Stage 1 or escalated to Stage 2, landlords must set out their understanding of the complaint and the outcomes the resident is seeking. The Code will refer to this as “the complaint definition”. If any aspect of the complaint is unclear, the resident must be asked for clarification.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – Section 4.9 page 11	
5.7	When a complaint is acknowledged at either stage, landlords must be clear which aspects of the complaint they are, and are not, responsible for and clarify any areas where this is not clear.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – Section 4.9 page 11	Included within Stage 1 and Stage 2 Template.
5.8	At each stage of the complaints process, complaint handlers must: <ul style="list-style-type: none"> a. deal with complaints on their merits, act independently, and have an open mind; b. give the resident a fair chance to set out their position; c. take measures to address any actual or perceived conflict of interest; and 	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 Page 5 Introduction	Corporate procedures to be updated to reflect advice to CSCO and Service areas

	d. consider all relevant information and evidence carefully.			
5.9	Where a response to a complaint will fall outside the timescales set out in this Code, the landlord must agree with the resident suitable intervals for keeping them informed about their complaint.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – responses page 13	
5.10	Landlords must make reasonable adjustments for residents where appropriate under the Equality Act 2010. Landlords must keep a record of any reasonable adjustments agreed, as well as a record of any disabilities a resident has disclosed. Any agreed reasonable adjustments must be kept under active review.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – Section 3.3 page 6-7	CCC Leaflet includes access for all statement. The Housing department records any disabilities a resident has disclosed, record not kept by the Complaints Officer. If a disability is disclosed during a complaint the Housing department will be informed and the Council will ensure that any reasonable adjustments are met.
5.11	Landlords must not refuse to escalate a complaint through all stages of the complaints procedure unless it has valid reasons to do so. Landlords must clearly set out these reasons, and they must comply with the provisions set out in section 2 of this Code.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – page 18 explains this	
5.12	A full record must be kept of the complaint, and the outcomes at each	Yes	Excel Spreadsheets with all complaint data	Bespoke admin system for recording all stages of

	stage. This must include the original complaint and the date received, all correspondence with the resident, correspondence with other parties, and any relevant supporting documentation such as reports or surveys.		CCC system keeps a record Folders within a dedicated drive on the system where all correspondence is saved	Complaints and monitoring response timeframes, templates embedded within system and golden thread of hierarchy for responding to complaints dependent on level. 3 year data retention for all records.
5.13	Landlords must have processes in place to ensure a complaint can be remedied at any stage of its complaints process. Landlords must ensure appropriate remedies can be provided at any stage of the complaints process without the need for escalation.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – Remedies for a complaint page 13-14	
5.14	Landlords must have policies and procedures in place for managing unacceptable behaviour from residents and/or their representatives. Landlords must be able to evidence reasons for putting any restrictions in place and must keep restrictions under regular review.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – page 17-19 Vexatious/habitual complaints	
5.15	Any restrictions placed on contact due to unacceptable behaviour must be proportionate and demonstrate regard for the provisions of the Equality Act 2010.		Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – page 17-19 Vexatious/habitual complaints	

Section 6: Complaints Stages

Stage 1

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
6.1	Landlords must have processes in place to consider which complaints can be responded to as early as possible, and which require further investigation. Landlords must consider factors such as the complexity of the complaint and whether the resident is vulnerable or at risk. Most stage 1 complaints can be resolved promptly, and an explanation, apology or resolution provided to the resident.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – page 11-12	
6.2	Complaints must be acknowledged, defined and logged at stage 1 of the complaints procedure <u>within five working days of the complaint being received.</u>	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – page 11	
6.3	Landlords must issue a full response to stage 1 complaints <u>within 10 working days</u> of the complaint being acknowledged.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.9 page 11-13	
6.4	Landlords must decide whether an extension to this timescale is needed when considering the complexity of the complaint and then inform the resident of the expected timescale for response. Any extension must be no more than	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.9 Page 11	

	10 working days without good reason, and the reason(s) must be clearly explained to the resident.			
6.5	When an organisation informs a resident about an extension to these timescales, they must be provided with the contact details of the Ombudsman.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – page 11	
6.6	A complaint response must be provided to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue are completed. Outstanding actions must still be tracked and actioned promptly with appropriate updates provided to the resident.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – page 11	Updates are logged within an Excel document and are monitored to provide regular updates to the customer.
6.7	Landlords must address all points raised in the complaint definition and provide clear reasons for any decisions, referencing the relevant policy, law and good practice where appropriate.	Yes	Acknowledgement Stage 1 and Stage 2 templates	Include within procedure advice
6.8	Where residents raise additional complaints during the investigation, these must be incorporated into the stage 1 response if they are related and the stage 1 response has not been issued. Where the stage 1 response has been issued, the new issues are unrelated to the issues already being investigated or it would unreasonably	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.10 page 13	

	delay the response, the new issues must be logged as a new complaint.			
6.9	Landlords must confirm the following in writing to the resident at the completion of stage 1 in clear, plain language: <ul style="list-style-type: none"> a. the complaint stage; b. the complaint definition; c. the decision on the complaint; d. the reasons for any decisions made; e. the details of any remedy offered to put things right; f. details of any outstanding actions; and g. details of how to escalate the matter to stage 2 if the individual is not satisfied with the response. 	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – responses page 13	This is include as standard in all Stage 1 responses

Stage 2

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
6.10	If all or part of the complaint is not resolved to the resident's satisfaction at stage 1, it must be progressed to stage 2 of the landlord's procedure. Stage 2 is the landlord's final response.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – complaints handling process, page 12	
6.11	Requests for stage 2 must be acknowledged, defined and logged at stage 2 of the complaints procedure	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – page 11	

	within five working days of the escalation request being received.			
6.12	Residents must not be required to explain their reasons for requesting a stage 2 consideration. Landlords are expected to make reasonable efforts to understand why a resident remains unhappy as part of its stage 2 response.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – Introduction, Page 5	
6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – The Complaints handling process page 12	
6.14	Landlords must issue a final response to the stage 2 <u>within 20 working days</u> of the complaint being acknowledged.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 –page 11	
6.15	Landlords must decide whether an extension to this timescale is needed when considering the complexity of the complaint and then inform the resident of the expected timescale for response. Any extension must be no more than 20 working days without good reason, and the reason(s) must be clearly explained to the resident.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 –page 11	
6.16	When an organisation informs a resident about an extension to these timescales, they must be provided with the contact details of the Ombudsman.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – page 11	
6.17	A complaint response must be provided to the resident when the answer to the	Yes		Not explicitly stated within the CCC Policy but

	complaint is known, not when the outstanding actions required to address the issue are completed. Outstanding actions must still be tracked and actioned promptly with appropriate updates provided to the resident.			response are monitored by the CSCO an service areas are made aware they must ensure all actions are completed and update the CSCO
6.18	Landlords must address all points raised in the complaint definition and provide clear reasons for any decisions, referencing the relevant policy, law and good practice where appropriate.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – responses page 13	
6.19	Landlords must confirm the following in writing to the resident at the completion of stage 2 in clear, plain language: <ul style="list-style-type: none"> a. the complaint stage; b. the complaint definition; c. the decision on the complaint; d. the reasons for any decisions made; e. the details of any remedy offered to put things right; f. details of any outstanding actions; and g. details of how to escalate the matter to the Ombudsman Service if the individual remains dissatisfied. 	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – responses page 13	This is included as standard in all Stage 2 responses
6.20	Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – responses page 13	

Section 7: Putting things right

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
7.1	<p>Where something has gone wrong a landlord must acknowledge this and set out the actions it has already taken, or intends to take, to put things right. These can include:</p> <ul style="list-style-type: none"> • Apologising; • Acknowledging where things have gone wrong; • Providing an explanation, assistance or reasons; • Taking action if there has been delay; • Reconsidering or changing a decision; • Amending a record or adding a correction or addendum; • Providing a financial remedy; • Changing policies, procedures or practices. 	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – remedies page 14	
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.11 page 13- 4	
7.3	The remedy offer must clearly set out what will happen and by when, in agreement with the resident where appropriate. Any remedy proposed must be followed through to completion.		Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.11 page 13- 4	

7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	The CCC Policy has been edited to include Remedies which were suggested within the HO Complaint Handling Code.	
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Section 8: Self-assessment, reporting and compliance

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
8.1	Landlords must produce an annual complaints performance and service improvement report for scrutiny and challenge, which must include: a. the annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements. b. a qualitative and quantitative analysis of the landlord's complaint handling performance. This must also include a summary of the types of complaints the landlord has refused to accept; c. any findings of non-compliance with this Code by the Ombudsman; d. the service improvements made as a result of the learning from complaints; e. any annual report about the landlord's performance from the Ombudsman; and f. any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord.	Yes	Performance Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 5 page 17-18 Performance reporting quarterly to the Customer Services Scrutiny. From April 2024, this will also be reported to the Tenant Participation Review and Development Group (a Cllr and Tenant meeting) Annual Performance report and Ombudsman decisions presented Scrutiny, Standards Committee and to Executive	Service Review Meetings for Complaints to discuss service improvements.
8.2	The annual complaints performance and service improvement report must	Yes	The Assessment 23-24 will be presented to the Customer Services	

	be reported to the landlord's governing body (or equivalent) and published on the on the section of its website relating to complaints. The governing body's response to the report must be published alongside this.		Scrutiny meeting on 3 rd June 2024, executive on 24 th June, submitted to the Tenant Participation Review and Development Group on 16 th July 2024.	
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	Yes		We will fully comply with this requirement
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Yes		We would fully comply with any request
8.5	If a landlord is unable to comply with the Code due to exceptional circumstances, such as a cyber incident, they must inform the Ombudsman, provide information to residents who may be affected, and publish this on their website Landlords must provide a timescale for returning to compliance with the Code.	Yes		We will fully comply with this requirement

Section 9: Scrutiny & oversight: continuous learning and improvement

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
9.1	Landlords must look beyond the circumstances of the individual complaint and consider whether service improvements can be made as a result of any learning from the complaint.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 5 page 17-18	
9.2	A positive complaint handling culture is integral to the effectiveness with which landlords resolve disputes. Landlords must use complaints as a source of intelligence to identify issues and introduce positive changes in service delivery.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 5 page 17-18	Presented at Customer services scrutiny quarterly, trends analysed
9.3	Accountability and transparency are also integral to a positive complaint handling culture. Landlords must report back on wider learning and improvements from complaints to stakeholders, such as residents' panels, staff and relevant committees.	Yes		Updates in the In Touch & Tenants Magazine, Updates on the websites reports and Self Assessments , Performance posters
9.4	Landlords must appoint a suitably senior lead person as accountable for their complaint handling. This person must assess any themes or trends to identify potential systemic issues, serious risks, or policies and procedures that require revision.	Yes	Customer Services and Complaints Manager	Presented at Customer Services Scrutiny quarterly, trends analysed From April 24 this will also be presented and discussed in the Tenant Review and Development Meetings

9.5	In addition to this a member of the governing body (or equivalent) must be appointed to have lead responsibility for complaints to support a positive complaint handling culture. This person is referred to as the Member Responsible for Complaints ('the MRC').	Yes	Executive portfolio holder with responsibility for complaints Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 7.8 page 23	
9.6	The MRC will be responsible for ensuring the governing body receives regular information on complaints that provides insight on the landlord's complaint handling performance. This person must have access to suitable information and staff to perform this role and report on their findings.	Yes	Executive portfolio holder with responsibility for complaints Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 7.8 page 23	Monthly meetings with Customer Services & Complaints manager and the MRC, discussed in 121s with Director for Executive, Corporate Services and Partnerships
9.7	As a minimum, the MRC and the governing body (or equivalent) must receive: a. regular updates on the volume, categories and outcomes of complaints, alongside complaint handling performance; b. regular reviews of issues and trends arising from complaint handling; c. regular updates on the outcomes of the Ombudsman's investigations and progress made in complying with orders related to severe maladministration findings; and	Yes	Performance Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 5 page 17-18 Performance reporting quarterly to the Customer Services Scrutiny. Annual Performance report and Ombudsman decision presented Scrutiny, Standards Committee and to Executive.	Monthly meetings with Customer Services & Complaints manager and the MRC, discussed in 121s with Director for Executive, Corporate Services and Partnerships

	d. annual complaints performance and service improvement report.			
9.8	<p>Landlords must have a standard objective in relation to complaint handling for all relevant employees or third parties that reflects the need to:</p> <p>a. have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments;</p> <p>b. take collective responsibility for any shortfalls identified through complaints, rather than blaming others; and</p> <p>c. act within the professional standards for engaging with complaints as set by any relevant professional body.</p>	Yes	Performance Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 5 page 17-18	Mandatory training for all new employees