

Appendix 3

A- Compliments 1/4/20- 30/9/20		Number
Corporate Services	Leaders Executive Team	16
	Customer Services	20
	ICT	1
	Leisure	15
	Communications	3
	Governance	3
	Finance	1
	Revenues & Benefits	35
		93
Development	Business Growth	3
	Housing (Repairs)	9
		12
Environment & Enforcement	Planning	2
	Housing (Allocations)	8
	Streetscene Services	30
	Environmental Health	2
	Community Safety	4
		46
Total		151

Compliments included:

I just wanted to send a quick Thank you and let you know my black bin has now been emptied as you said. Can I take this opportunity to pass on my thanks to every one of your key workers at this awful time	Streetscene Services Customer Services
Regarding Council Tax bill reconfiguration - Thank you for your email, I have received the revised bill today. Thank you for your support at this difficult time.	Revenues & Benefits
Thank you so much for this information (in relation to a small business rates claim) I just wanted to say how helpful the ladies have been on the phone and of course I understand how hard everyone is working at this time. I didn't want to appear like I was moaning I know everyone is doing their best, I have just been stressing, it seem like most of my customers are holding payments back and am a little worried for the business hence the conversation with Amanda but it wasn't a criticism. Again thank you to you and all the team who are working so hard and doing a great job.	Revenues & Benefits
We just wanted to express our grateful thanks to Bolsover DC for help yesterday and today. The surgery sent a prescription immediately and on Friday (today), at very short notice, your people very kindly collected it and delivered it to us. The lady who did so was very kind and efficient and later even brought a prescription sheet! We are most grateful to Bolsover and to the lady who brought the prescription. We wish to thank you and express our gratitude.	Leaders Executive Team Leisure
I just want to send a thank you message about the phone call from your rents dept asking about my welfare. I was most surprised and pleased that someone was keeping an eye on me. The lady who made the call was very nice and sounded like she cared. So thank you very much, you made my day better, and thank you Bolsover Council, my best wishes to all of you.	Housing

Tenant has phoned to say thank you very much for the efficient, kind and quick service that she has received in response to her toilet. She is 98 years old and appreciates the OOH service yesterday and BDC service today. Both workman were very kind and helpful	Housing Housing Repairs
Thank you for the lovely phone call, it was much appreciated. It was really nice to talk to someone who doesn't live in the same house, we've been in isolation for 3 1/2 months. Everyone at Bolsover District Council, take care and stay safe.	Revenues & Benefits
Resident rang to say he was very pleased with the service he received from the men who removed the flytipping he reported a couple of days previously. Thank you for removing it so promptly	Streetscene Services
Nice to meet you, I had a look at the link for the Settle flowerpot festival their entries look amazing. Really enjoyed the workshop.	Leisure

B- Comments 1/4/20- 30/9/20		Number
Corporate Services	Customer Services	2
	Leisure	2
	Communications	3
	Governance	7
	Revenues & Benefits	7
		21
Development	Business Growth	2
	Housing (Repairs)	3
	Property Services	3
		8
Environment & Enforcement	Planning	5
	Housing (Allocations)	3
	Streetscene Services	21
	Environmental Health	9
	Community Safety	2
		40
Total		69

C - Number of Frontline Resolution (Stage 1) complaints via Contact Centre 1/4/20 - 30/9/20		Number	Out of timescale (3 working days)
Corporate Services	Customer Services	5	
		5	
Development	Property Services	1	1
		1	1
Environment & Enforcement	Housing (Allocations)	5	
	Streetscene Services	75	3
	Environmental Health	1	
	Community Safety	1	
		82	3
Total		88 (93%)	4 (7%)

D – Number of Formal Investigation (Stage 2) complaints 1/4/20 - 30/9/19		Number	Out of timescale
Corporate Services	Leisure	1	
	Communications	1	
	Governance	1	
	Finance	1	
	Revenues & Benefits	3	1
		7	1
Development	Business Growth	6	
	Housing (Repairs)	11	
	Property Services	3	
		20	
Environment & Enforcement	Planning	7	1
	Housing (Allocations)	12	
	Streetscene Services	2	1
	Environmental Health	7	3
	Community Safety	7	1
		35	6
Total		62	7

E – Number of Internal Review (S3) complaints 1/4/20 - 30/9/20		Number	Out of timescale
Corporate Services	Governance	4	
	Revenues & Benefits	1	
		5	
Development	Housing (Repairs)	2	
	Property Services	1	
		3	
Environment & Enforcement	Planning	1	
	Streetscene Services	3	
	Environmental Health	3	1
	Community Safety	4	
		11	1
Total		19	18

Appendix 3

F - Ombudsman's Summary		Departments Involved	Date Decision Letter Received	Ombudsman Decision
20/01/20	LGSCO complaint about regeneration work	Property & Commercial Services	Awaiting decision	
07/04/20	HO Noise complaint not investigated correctly	Housing Environmental Health	20/04/20	No maladministration.
10/09/20	LGSCO planning complaint	Planning	02/10/20	Ombudsman cannot investigate this complaint. This is because the complainant has already appealed to the Planning Inspector.

LGSCO* Local Government and Social Care Ombudsman
 HO* Housing Ombudsman