

Appendix 3

A- Compliments 1/10/20 – 31/3/21		Number
	Leaders Executive Team	3
	Customer Services	19
	Leisure	2
	Communications	2
	Governance	1
	Revenues & Benefits	28
	Business Growth	2
	Housing (Repairs)	16
	Housing (Strategic Repairs)	2
	Property Services	3
	Planning	2
	Housing (Allocations)	4
	Streetscene Services	25
	Environmental Health	1
	Community Safety	4
Total		114

Compliments:

Would like to thank Benefits for all their council tax support during lockdown	Revenues & Benefits
Wanted to thank the Revenues C/Tax Department for their help	Revenues & Benefits
Tenant wanted to thank the men who fitted her new boiler	Housing Repairs
Housing Repairs did an excellent job with external door	Housing Repairs
Housing Repairs did an excellent job fitting a new sink	Housing Repairs
Matthew and Tannert excellent service	Housing Repairs
BDC Contact Centre helped get phone line and IT service back on	Customer Services
Rangers helped get phone lines and IT service back on	Community Safety
Has discussed on the phone I now understand my partner is receiving full pay whilst off sick. So no longer need to continue with this claim. Many thanks for your help	Revenues & Benefits
Thank you for emailing me. After speaking to my husband we have decided to not apply for the discretionary payment. You have gone above and beyond in advising me and I really appreciate it. Many thanks	Revenues & Benefits
Re. Discretionary Housing Payments to see if she will qualify for any additional assistance. She said she did not know about that and thanked me for calling her to let her know. I said that there will be a telephone number on the letter that will accompany the form I will send, so she should ring us if she needs help completing the form. She said 'thank you very much for that and have a lovely weekend'.	Revenues & Benefits
Customer would like to thank the team that cleared the fly tipping of glass bottles behind the post office on Carter Lane Shirebrook. This was done promptly and efficiently.	Streetscene Services
Caller would like to say how delighted he is with his new kitchen fit. He said that he couldn't have got it done better even if he has purchased it himself. He is extremely pleased and wished to thank everyone involved.	Strategic Housing Repairs

Customer would like to thank the grounds maintenance assisted gardens team for their continued hard work, throughout current circumstances and previously, he said he appreciates the work that you do and that you have never let him down.	Streetscene Services
Customer would like to say thank you to all teams that have helped him since his move to Bolsover District. His words were 'you've all been great, spot on with everything, thank you'	Streetscene Services Customer Services
Thank you ever so much for ringing, you have been really helpful (with regard to benefit claim)	Revenues & Benefits
A six month exemption was applied from date of probate that the customer didn't realise about and was very grateful for. She thanked the department for efficiency and said it's eased her worries no end.	Revenues & Benefits
Thank you for your help and assistance (regarding application for a discretionary payment being successful).	Revenues & Benefits
Resident said she wanted to pass on her thanks and appreciation of the warden service, and to say what a good job they all do.	Housing
Thank you for all your help at this stressful time with regard to a successful application for discretionary payment.	Revenues & Benefits
Caller advises that 2 men from the repairs department attended yesterday to fit a worktop, they were brilliant so polite and friendly and really pleased with the service and they have done a cracking job.	Housing Repairs
On behalf of Pleasley PCC, I would like to thank you for all the work your team has done in St Michael's Churchyard at Pleasley. It is much appreciated that you keep it in such good order. All the repair work on the walls and the splendid replacement gate are excellent. Thank you so much. I don't know if grass cutting, tree trimming etc is your department, but if not, please pass our thanks on for the splendid work that keeps the churchyard and footpath in safe order and looking so attractive.	Streetscene Services Property Services
Customer rang to say that he wanted to say thank you for the following which he has had done this week. Bin that had been missed - men came back and emptied New WC Cistern put in this morning New Shower put in	Housing Repairs Streetscene Services
Rang to say she had just had operative the Repairs team round to fit her a new fluorescent light in the bathroom and she wanted us to know how nice and polite he had been. He respected her house and wore his overshoes and did the job really well. She said it was a pleasure to have someone nice as they are not always and can be in a rush sometimes.	Housing Repairs
Telephoned regarding the delivery of his green bin. He spoke to Customer Advisor and he said our website says he will be met with friendly and helpful staff and on the last 2 occasions (including today) that is exactly what has happened. He said thank you for being so friendly and helpful	Customer Services
Customer rang to say that she wished to pass on her thanks to the men who removed her bulky waste collection this morning. She said they did a good job and cleared it all. Some of it had got wet as it had been out for a while but she was very pleased with the way they cleared it for her.	Streetscene Services
Customer came in to thank Customer Advisor for her help with a bulky collection as there had been a mix up with charging extra to collect on the back of the property when his front door opened onto the pavement. He also brought in some chocolates and said how grateful he was for her help.	Customer Services

Daughter has attended the Holiday Club this week at the Arc Clowne for the first time and was nervous to attend. She has really enjoyed the club and has come home each day saying Leisure Officer is brilliant and also the rest of the team. - Thank you	Leisure
Really grateful to have @BolsoverDC as our local authority - a strong social house building programme, a community lottery scheme, plans to plant over 1 million trees & defending local democracy against central gov reforms.	Strategic Housing Transformation Programme Housing Strategy
I wanted to let you know that I have had some very positive feedback with regards to the home security fitted. My client advised that he was not only very professional and polite, he was extremely efficient in completing the home security. I'm sure he completes all his work in the same way and our DV cases really appreciate the home security that is fitted, but I feel it's important to pass on the positive comments to you.	Community Safety
I came into Clowne Contact Centre to find out why I was paying council tax on two properties. The Customer Advisor was lovely and very helpful. Thank you.	Customer Services
Resident would like to thank Customer Advisor and the Environmental Health Officer for dealing with the abandoned vehicle outside her property. She reported it 2 hours ago and he is already at her property dealing with the car. He has explained in length what will happen and time frames in which it will be dealt with. She is very impressed.	Environmental Health Customer Services
Called in July to request that a tree to the rear of her property be cut, she says that we have now been and carried out the work and she wanted to pass her thanks onto the grounds maintenance team. She says that they have done a fantastic job!	Streetscene Services
Customer would like to thank the 2 plumbers who have put a new radiator on for her today. She is very happy with the work and said the men were extremely nice.	Housing Repairs
She thanked me for all my help and her husband also asked to speak to me again so that he could thank me too.	Revenues & Benefits
Thanks for your email and information which is very helpful. I'm not from the area and was unaware of the history and background to the properties or the recent works that have been carried out. I love period properties and sometimes despair at the tasteless and inappropriate modifications that are often carried out and fail to maintain the integrity of the building. I haven't actually been to view any at New Bolsover yet due to the Covid restrictions but when looking at the agent's details, thought what a pretty row of lovely cottages these are. I have since watched a number of online videos on the improvements. May I congratulate you and your team on an amazing project of restoration. I'm sure the founder of the village would be thrilled to see the labour of love and preservation that have gone into it and the lovely homes that have been created.	Planning
Just watched your Vimeo, it is Brilliant, well done to all concerned,	Communications
An excellent production which I would urge all members to watch and bring to their constituents attention. Congratulations to you all.	Communications
Complimented the Officer by saying she had a very good telephone manner and had been very helpful.	Revenues & Benefits
Resident has called to say thanks for sending the street cleaner as requested	Streetscene Services
Thanks to all involved with getting the roof sorted next door	Housing Repairs

Repairs Operative who came to do some plastering did a very good job really pleased. Thank you for all the hard work.	Housing Repairs
I am very happy with this outcome. Thank you for your dealing with this very fairly, and please pass on my thanks too to the Leisure Operations Manager. I do hope that we will feel comfortable to resume our membership some time in 2021.	Corporate Governance Leisure
Almost a year on from this last email exchange and I'm delighted to tell you that we moved in a couple of weeks ago and the project should be 100% complete by tomorrow . I will email you a couple of pics and I thank you once again for working with me to get this through planning because without you, this wouldn't have happened.	Planning
Big thank you to workmen who did bricks work and cover the hole near the waste pipe.	Housing Repairs
Following her complaint about the designated bin point on a new build - Hopefully the issue will now be resolved. Thank you!	Streetscene Services
Customer was very appreciative of Benefits Officer and how quickly he got her claim sorted and asked to pass on her thanks to him as she was really worried about her benefits being suspended	Revenues & Benefits
Customer was very appreciative of Customer Advisor regarding advice she had been given for her mother on council tax, housing benefit and careline	Customer Services
Customer was very appreciative of the bathroom repairs work that had been undertaken	Housing Repairs
Customer would like to compliment Housing Needs Officer on his professionalism and empathy towards her situation when she was about to become homeless. He was understanding and helped her when she needed it.	Housing
Thank you for the fast response from Customer Advisor, could you also please pass on my thanks to the Refuse Dept for arranging a collection so quickly and a last thank you to the operative who came to do the collection and made himself known to me so that I knew the bin had been emptied	Streetscene Services Customer Services
Customer is happy of the speed that her hessian bag was delivered and wanted to thank you for this	Streetscene Services
Regarding Benefits Officer, who has been very supportive and she has been guiding him through the benefit process for his son.	Revenues & Benefits
Thank you for being helpful on the phone and understanding means a lot if you need anything else from me please get in touch. Stay safe and well	Revenues & Benefits
Regarding the councils quick response and repair to her heating system. Tenant would like to say how wonderful the workman was, he could not do enough for her and made sure she was ok before he left and if there were any more problems to let him know. She could not praise him enough	Housing Repairs
Thank you for your response I appreciate it	Revenues & Benefits
Resident said the bin men came back round and emptied her bin after missed presenting it, she wanted to say thank you to all the relevant people.	Streetscene Services
I live in Creswell Model Village and was thinking how good a job the man who keeps our village clean and tidy.He's out at all times and in all weather's always happy to have a chat. 2020 has been a very bad year so I thought it would be good to finish it off on a positive note. Hope he gets some sort of recognition for his hard work.	Streetscene Services

<p>Pinxton Parish Council would like to thank Bolsover District Council for the support given with the Grants (especially the Lets Get Going Grant) to help and support the community throughout this awful and continuing pandemic.</p> <p>It has enabled the Parish Council to help groups/organisations in the Village who have wonderfully supported our community - older or younger - keeping their spirits up, spreading happiness throughout this festive time. It has been really nice to hear so many wonderful comments from Parishioners who have been touched by the work of the groups and it is all been made possible with the grants from Bolsover District Council.</p> <p>Once again.... A very big THANK YOU.</p>	Leader's Executive Team
<p>Very complimentary of the Revenues Department in relation to the grants for closed businesses.</p>	Revenues & Benefits
<p>Claimant did not know what the SEISS payments were. The Officer explained about the scheme and how to claim and she was very thankful. She was advised that if she wanted to claim for the third instalment that she only had until 31.01.21. She thanked her again and said she would get on with it today.</p>	Revenues & Benefits
<p>I would like to thank you for your support through these times, it has been a lifeline for us and were so grateful this is in place, hopefully it will see us through and we will be here at the end of this terrible time to continue doing what we do best</p>	Economic Development Leader's Executive Team
<p>Your email has arrived at the end of another difficult and challenging day, and it has raised my first smile! Thank you for arranging a second grant payment and for being so proactive in supporting local businesses.</p> <p>We will certainly apply for the one-off open grant, and I will email the relevant information first thing tomorrow.</p> <p>Again, our sincere thanks for your continued financial support and the relative ease in which we have been able to obtain it. Oh, that all current matters were so straight forward</p>	Economic Development
<p>Would like to say what a great job the litter picker is doing in Bolsover area.</p>	Streetscene Services
<p>Please pass on my appreciation to all those involved. Many thanks to everyone concerning the bin collections around the Christmas period. I understand the bin crews have worked extra hours/ weekends etc.</p>	Streetscene Services
<p>Just a quick email to say many thanks for your help, advice and guidance. We can now look forward and not worry about losing our gym.</p>	Revenues & Benefits
<p>We deal with 22 local councils ref Government Support Grants. @BolsoverDC are the best, fastest and organised.</p>	Revenues & Benefits
<p>Thank you very much. You have been very helpful. Quick, efficient and helpful</p>	Customer Services
<p>With regard to a benefit query, thank you once again taking your time to help and reply.</p>	Revenues & Benefits
<p>In relation to a Test & Trace Support Payment - Thanks for your advice. Once again thanks for your help.</p>	Revenues & Benefits
<p>Wanted to pass on that she is really pleased with our service regarding grants she is aware how hard we are working and really appreciates it says everyone she speaks to is patient and understanding. She says we are very much appreciated.</p>	Revenues & Benefits
<p>I rang on Friday for advice as my dad died on Boxing Day and we are trying to sort out support for mum who is in her 80s and now alone. We are all trying to do this in the lockdown which has been very hard.</p> <p>But your benefits officers were so kind and offered helpful advice to do this.</p>	Revenues & Benefits

I would like to express my gratitude to our wonderful black and burgundy bin men who have worked tirelessly throughout lockdown. It is really appreciated please pass on my thanks	Streetscene Services
This is a message for the Customer Advisor who replied to my enquiry today, thank you so much for getting to the bottom of this for me, it has taken a few emails but now you have sorted it all out.	Customer Services
Well a quick call to a Benefits Officer who is working from home and she put my mind at rest in a friendly, professional manner. Please pass on my compliment to Jackie and her line manager, if you know her.	Revenues & Benefits
Thanks so much for all your help!	Revenues & Benefits
I recently reported dog fouling on the public pavement on Fox Road, Whitwell. I am absolutely thrilled that someone has been and cleared it all up – I have to assume that it was one of your employees. Please pass on my thanks to the relevant department.	Streetscene Services
Resident's daughter called and would like say a big thank you to our binmen, she is very happy with the assisted service. She says they are marvellous.	Streetscene Services
Resident would like to thank Domestic Violence Officer / IDVA for all her efforts and everything that she has done	Community Safety
Resident called to pass thanks to Customer Advisor for his assistance with organising an assisted collection for his bins, he also thanks the Refuse department who have facilitated this. He said if he had a computer he would have written in to BDC to pass on his thanks himself and wants to ensure Dan's efforts are recognised.	Customer Services Streetscene Services
Resident would like to say how polite and helpful Customer Advisor was whilst dealing with her enquiry about bins.	Customer Services
Please can you pass on my thanks to the Careline service who came out to help Mum, on Sunday 14th Feb. She was caring, patient, considerate. Excellent at manoeuvring Mum back on her feet. The Careline service is brilliant. Thank you.	Housing
Resident would like to say 'Thank you' to the person who attended today to fix the problem with the leaking downpipe.	Property Services
How helpful and professional Customer Advisor was dealing with her call. She really listened to the customer and she knew exactly what to do and it was an extremely pleasant interaction. It was so nice to speak to her and felt really listened too, especially during these unpleasant times with COVID.	Customer Services
Aww lovely thank you, lots and lots of bills going out and the grants are keeping me afloat, big thanks for all the help. Would not have not survived the pandemic closures without it so thank you	Revenues & Benefits
Resident of Mill Crescent Whitwell say's a great job done	Housing Repairs
I would like to wholeheartedly thank the NG20 Multicultural Advisor for professional, caring care, kind attitude, sincere empathy, warmth, understanding, nice smile, individual approach to each applicant. I am asking for appreciation and distinction.	Leader's Executive Team
Tenant rang to praise the Gas engineer who has been this morning. She says that he has done a fine job and he is a very lovely gentleman with good manner.	Housing Repairs
Customer wanted me to pass on that she was very pleased with the service she always receives when she rings us. She said all the members of staff that she has spoken to, are really nice and are trained really well.	Customer Services

I just wanted to send some feedback as he did an incredible job. He initially swept early in the morning. And later returned to do a more thorough job which he had to do by hand. And the whole street looks a lot better. Please pass on our thanks if possible.	Streetscene Services
Please pass on our thanks to Grounds Maintenance, who I saw clearing up the fly tipping on Sawpit Lane this morning. These guys are down here almost weekly and work tirelessly to keep this stretch clean.	Streetscene Services
Would like to say thank you to all who have been looking after the distribution of the grants. He said he thinks we have been very helpful and without the payments he would not have survived the lockdowns.	Revenues & Benefits
Wishes to thank the support officers who have taken good care of his 90 year old Mum on the occasions that she has fallen. He thinks it's a marvellous service we offer.	Housing
Resident wants to say what a good service we have offered over the last few years for the European Community.	Customer Services
Just wanted to say a massive THANK YOU for all your hard work and dedication during the Covid pandemic crisis. You have worked so hard to protect the most vulnerable people. WELL DONE.	Community Safety
Resident would like to say a big thank you to the Contact Centre service for the service she has received regarding problems with bin collections. She is very happy the way her query was dealt with	Customer Services
Craggs Road has been swept by the road sweeper, thank you	Streetscene Services
Would like to thank the refuse crew and the customer advisor - missed bin emptied	Streetscene Services Customer Services
Customer's neighbour has called on her behalf due to the tenant being very disabled and struggles on telephone. She would like to say thank you to the drains team and the Contact Centre service for getting this resolved swiftly. Julie was very kind and considerate.	Property Services Customer Services
Customer would like to thank the workman who visited her property recently. She said he was extremely pleasant and did a very good job	Housing Repairs
Would like to thank the department for removing the fly tipping so quickly. The customer said they reported it on the Wednesday and it was gone by the weekend. Thank you very much, much appreciated.	Streetscene Services
Would like to thank the bin crew for being lovely and kind this morning when the collection coincided with his mums funeral. They were very respectful & kind	Streetscene Services
She said thank you for going through it all with her and for taking the time to explain everything to her. She said she really appreciates what we do.	Revenues & Benefits
Thank you for this. It was wonderful to see the team at work this week and the (church) grounds are already looking so much better. The trees really were in need of attention. Thank you once again,	Streetscene Services
Customer rang wishing to thank a Customer Advisor for her help on Monday 22.3.21 regarding food bank. Customer said within 10 minutes of speaking to her the food bank rang her.	Customer Services

A- Comments 1/10/20 – 31/3/21		Number
	Customer Services	4
	Communications	4
	Legal, Governance & Elections	9
	Revenues & Benefits	3
	Housing (Allocations)	1
	Streetscene Services	11
	Environmental Health	3
	ICT	1
Total		38

C - Number of Frontline Resolution (Stage 1) complaints via Contact Centre 1/10/20 – 31/3/21		Number	Out of timescale (3 working days)
	Customer Services	5	
	Property Services	2	
	Housing (Allocations)	8	
	Streetscene Services	110	6
	Environmental Health	5	
	Revenues & Benefits	1	
	Leisure	1	1
	Housing Repairs	3	1
Total		135	8 (4%)

D – Number of Formal Investigation (Stage 2) complaints 1/10/20 – 31/3/21		Number	Out of timescale
	Leisure	2	2
	Customer Services	6	
	Revenues & Benefits	18	
	Business Growth	4	
	Housing (Repairs)	14	
	Property Services	2	
	Planning	10	
	Housing (Allocations)	28	1
	Streetscene Services	30	
	Environmental Health	17	
	Community Safety	8	
Total		139	3 (2%)

E – Number of Internal Review (S3) complaints 1/10/20 – 31/3/21		Number	Out of timescale
	Legal, Governance & Elections	3	
	Revenues & Benefits	4	
	Housing (Repairs)	1	
	Performance	3	
	Planning	4	

	Streetscene Services	2	
	Environmental Health	2	1
	Housing (Allocations)	2	
	Finance	2	
	Leisure	3	
Total		26	1 (4%)

Appendix 3

F - Ombudsman's Summary		Departments Involved	Date Decision Letter Received	Ombudsman Decision
10/09/20	LGSCO planning complaint	Planning	02/10/2020	Ombudsman cannot investigate this complaint. This is because the complainant has already appealed to the Planning Inspector.
11/12/20	LGSCO Initial enquiries pollution from nearby farm	Environmental Health Performance	13/01/21	Invalid
02/02/21 29/3/21	HO Noise complaint not investigated correctly Initial enquiries Formal Investigation	Corporate Resources	02/08/21	No maladministration
03/03/21	HO repairs not completed	Housing Repairs	Awaiting decision	

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