

**Bolsover District Council**

**Meeting of the Customer Services Scrutiny Committee on 12<sup>th</sup> December 2022**

**Customer Service Standards/ Compliments, Comments and Complaints  
Report 2022/23 1st April 2022 to 31st September 2022**

**Report of the Portfolio Holder for Assistant Director of Housing Management,  
Enforcement and Customer Services**

<b>Classification</b>	This report is Public
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**PURPOSE/SUMMARY OF REPORT**

- To provide information on the Council's performance in relation to its customer service standards.
- To provide information on the effective management of complaints and customer requests which is central to excellent customer service and the Council can use to improve its services.
- To provide information on the number of compliments, comments and complaints for the period 1<sup>st</sup> April 2022 to 31<sup>st</sup> September 2022
- To provide an Annual Summary on the above.
- To make Elected Members aware of performance in relation to its Customer Service Standards and the effective management of complaints.

## **REPORT DETAILS**

### **1. Background**

- 1.1 The purpose of this report is to make Elected Members aware of performance in relation to its Customer Service Standards and the effective management of complaints.

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

#### **2.1 Customer Service Standards**

Appendix 1 and 2 provides a breakdown of the key customer service standards by quarterly period, together with the target and the cumulative performance for each standard.

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

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

Revenues ‘direct dial’ achieved 78% and 80% for quarters 1 & 2 respectively

Cumulatively performance is 79% over 2022/23, which exceeds the target of 65%.

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

Benefits ‘direct dial’ achieved 92% and 91% for quarters 1 & 2 respectively

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

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

###### **Telephones**

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

Contact Centres achieved 75% and 73% for quarters 1 & 2 respectively

Cumulatively performance is 74% over 2022/23 which is below the target of 75%.

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

###### **E-mails**

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

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

For this reporting period, 1<sup>st</sup> April 2022 to 30<sup>th</sup> September 2022:

- 7,711 and 7,571 email enquiries (in Q1 and in Q2) from the public were received through [enquiries@bolsover.gov.uk](mailto:enquiries@bolsover.gov.uk)
- All were acknowledged within one working day
- 99% were replied to in full within 8 working days cumulatively for Q1 and Q2.

There were more e-mails (15,282) compared to the same period (12,674) in 2021/22 and this remains a popular method of contact.

### Live Chat

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

Contact Centres achieved 87% and 94% for quarters 1 & 2 respectively

Cumulatively performance is 91% over 2022/23 which is above the target of 75%.

### 2.1.3 Corporate Telephone Standard (Appendix 2)

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

Appendix 2 shows the performance between 1st April 2022 and 31st September 2022 by quarterly period.

The report identifies Quarter 1 89% and Quarter 2 89% of incoming calls are being answered corporately within 20 seconds cumulatively.

The majority of departments achieved and exceeded the corporate target of 93%, with the exception of the following departments Revenues and Benefits, Joint ICT and Housing/Community Safety in Quarter 1 and 2, Housing Repairs and the Leaders Office/Partnership team in Quarter 1 Finance and the Directors for Strategy & Development in Quarter 2.

Cumulatively performance is 89% for Q1/Q2 2022/23 which is just below target of 93%.

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

Appendix 2 shows the performance between 1st April 2022 and 31st September 2022 by quarterly period. The report identifies Quarter 14% and Quarter 2 13% of incoming calls are not being answered.

The majority of departments are not achieving the target of 5% with the exception of the Joint Performance department in Quarter 1, Planning and the Directors for Resources in Quarter 2, Revenues and Benefits in Quarter 1 and 2 who are all meeting target.

Cumulatively performance is 14% for Q1/Q2 2022/23 which is above the target of 5%.

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

### Compliments

Appendix 3 (A) shows the number of written compliments received for the period by department. In total **78** written compliments were received during Q1 (40) and Q2 (38). Compliments were received from customers who appreciated excellent service.

### Comments

Appendix 3 (B) shows the number of written comments received for the period Q1 (7) and Q2 (3). 100% (**all 10**) 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 **159** complaints were recorded on the Customer Information System for the period (Q1 70 and Q2 89).

91% of which were responded to within our customer standard of 3 working days.

#### Formal Investigation (stage two)

Appendix 3 (D,E,F) shows the number of Formal Investigation complaints and M.P. enquiries received by department, **38** formal complaints (Q1 14 and Q2 24) were received and **112** M.P. enquiries (Q1 38 and Q2 74) during this period.

83% Formal complaints and 91% M.P. enquiries were responded to within our customer service standard of 15 working days.

#### Internal Review (stage three)

Appendix 3 (G) shows the number of stage three complaints received for the period by department. These are complainants who have already made a stage two complaint and still feel dissatisfied. During this period **19** stage three complaints were received (Q1 13 and Q2 6), all of which were responded to within the standard of 20 working days.

### Ombudsman

Appendix 3 (H) shows the status of Ombudsman complaints received for Q1/Q2 as at 30<sup>th</sup> September 2022. During this period only **1** case has been received, with no fault found.

## **3. Reasons for Recommendation**

- 3.1 To note the overall performance on Customer Service Standards and Compliments, Comments and Complaints.

## 4 Alternative Options and Reasons for Rejection

4.1 None

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### RECOMMENDATION

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

Approved by the Portfolio Holder – Councillor D Downes

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#### IMPLICATIONS:

**Finance and Risk:**            Yes             No

**Details:**

Whilst there are no direct financial implications with regard to the report, the Council is at risk of recommendations or decisions by the Local Government Ombudsman and the Housing Ombudsman if complaints are not handled well. In cases of maladministration, financial penalties can be imposed by the Local Government Ombudsman or the Housing Ombudsman.

On behalf of the Section 151 Officer

**Legal (including Data Protection):**            Yes             No

**Details:**

The Council is at risk of recommendations or decisions by the Local Government Ombudsman and the Housing Ombudsman and, in the case of complaints about Freedom of Information, Data Protection and Environmental Information requests, the Information Commissioner's Office can issue decision notices and impose significant fines. There are no Data Protection implications.

On behalf of the Solicitor to the Council

**Environment:**

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

**Details:**

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

**Staffing:**            Yes             No

**Details:**

Not applicable as the report is to keep Elected Members informed.

On behalf of the Head of Paid Service

## DECISION INFORMATION

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

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

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

<b>DOCUMENT INFORMATION</b>	
<b>Appendix No</b>	<b>Title</b>
1.	Customer Service Standards monitoring
2.	Telephony performance
3.	<p>Compliments, Comments and Complaints:</p> <p>A. Compliments by department 1/04/22 – 31/9/22</p> <p>B. Comments by department 1/04/22 – 31/9/22</p> <p>C. Frontline resolution complaints by department 1/04/22 – 31/9/22</p>

	D. Formal Investigation complaints 1/04/22 – 31/9/22 E. M.P Enquiries 1/04/22 – 31/9/22 F. Internal Review complaints by department 1/04/22 – 31/9/22 G. Ombudsman complaints 01/4/22 – 31/9/22
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<b>Background Papers</b>
<b>None</b>

APPENDIX 1 – Customer Service Standards Monitoring 01/04/22 – 31/09/22

Key Customer Service Standards - Performance Monitoring - 2022/2023

Period	Telephone Standards						E-mail Standards			Live Chat		Written Complaints			
	No. of Incoming Calls	% of Calls Answered within 20 Seconds	No. of Incoming Calls - Contact Centres	% of Calls Answered within 20 Seconds - Contact Centres	% of Calls Answered within 20 Seconds - Revenues	% of Calls Answered within 20 Seconds - Benefits	No. of Emails	% Acknowledged within 1 Working Day	% Replied to within 8 Working Days	No. of Live Chats Contact Centres	% of Live Chats Answered within 20 Seconds - Contact Centres	No. of Complaints Received (Stage Two)	% Responded to within 15 Working Days	No. of M.P. Enquiries Received	% Responded to within 15 Working Days
Target		93%		75%	65%	78%		100%	100%		75%		97%		97%
April to June	27,441	88%	18,751	75%	78%	92%	7,711	100%	99%	929	87%	24	79%	38	89%
Quarter 1 Cumulative	27,441	88%	18,751	75%	78%	91%	7,711	100%	99%	929	87%	24	79%	38	89%
July to September	21,182	89%	18,917	73%	80%	91%	7,571	100%	99%	799	94%	14	86%	74	93%
Quarter 2 Cumulative	48,623	89%	37,668	74%	79%	92%	15,282	100%	99%	1728	91%	38	83%	112	91%
October to December															
Quarter 3 Cumulative	48,623	89%	37,668	74%	79%	92%	15,282	100%	99%	1728	91%	38	83%	112	91%
January to March															
Quarter 4 Cumulative	48,623	89%	37,668	74%	79%	92%	15,282	100%	99%	1728	91%	38	83%	112	91%



APPENDIX 2 – Telephony Performance 01/04/22 – 31/09/22

2022/23 Q1 & Q2 April - Sept In Standard 93% Abandoned 5%	Q1					Q2				
	Total Calls Rcvd	Total Calls Answered	% Answered within 20s	Abandoned calls	% Abandoned calls	Total Calls Rcvd	Total Calls Answered	% Answered within 20s	Abandoned calls	% Abandoned calls
<b>Department (by directorate)</b>										
<b>Resources</b>										
Directors	93	92	99%	20	18%	81	80	96%	3	4%
Contact Centre Managers	171	160	93%	62	27%	182	176	96%	66	27%
Joint Environmental Health	0	0	0%	0	0%	0	0	0%	0	0%
Joint ICT	2012	1784	88%	141	7%	1489	1323	88%	114	7%
Finance	428	422	84%	32	7%	350	344	82%	22	6%
Leisure	1463	1398	95%	388	21%	1290	1234	95%	319	20%
Payroll	83	81	97%	18	18%	35	35	100%	11	24%
Revenues & Benefits	12150	9877	81%	53	0%	8411	6938	82%	36	0%
Streetscene Services	1773	1668	94%	256	13%	1518	1462	96%	190	11%
Housing & Community Safety	3050	2795	91%	530	15%	2391	2178	91%	538	18%
<b>Total</b>	<b>21223</b>	<b>18277</b>	<b>82%</b>	<b>1500</b>	<b>13%</b>	<b>15747</b>	<b>13770</b>	<b>83%</b>	<b>1299</b>	<b>12%</b>
<b>Strategy &amp; Development</b>										
Directors	147	135	97%	10	6%	145	112	77%	9	6%
Communications	77	76	97%	8	9%	115	112	99%	34	23%
Leader's Office & Partnership	26	23	88%	38	59%	32	29	91%	9	22%
Legal, Governance, Scrutiny & Elections	297	289	97%	65	18%	293	284	97%	99	25%
Housing Repairs	3335	3134	92%	256	7%	2680	2513	94%	234	8%
HR & Health & Safety	438	433	98%	60	12%	406	403	99%	68	14%
Property & Commercial Services	803	785	97%	89	10%	780	764	98%	97	11%
Joint Performance	100	100	100%	4	4%	89	89	100%	10	10%
Planning	903	842	93%	56	6%	820	781	95%	30	4%
Economic Development	92	91	98%	17	16%	75	74	99%	18	19%
<b>Total</b>	<b>6218</b>	<b>5908</b>	<b>96%</b>	<b>603</b>	<b>15%</b>	<b>5435</b>	<b>5161</b>	<b>95%</b>	<b>608</b>	<b>14%</b>
<b>Overall Total</b>	<b>27441</b>	<b>8703</b>	<b>89%</b>	<b>2103</b>	<b>14%</b>	<b>21182</b>	<b>7339</b>	<b>89%</b>	<b>1907</b>	<b>13%</b>
<p><b>Total in standard includes all incoming calls between Monday to Friday 9.00 a.m. until 17.00 p.m.:</b>  <b>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</b>  <b>Which ring off within 20 seconds are unanswered (Abandoned)</b>  <b>Does not meet target</b> <span style="background-color: #cccccc; border: 1px solid black; padding: 2px;"> </span></p>										

Appendix 3 (A) Compliments by Department 01/0422 – 31/09/22

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

<b>Q1 COMPLIMENTS SUMMARY 2022/23</b>				
<b>MONTH</b>	<b>No. of reports per parish</b>	<b>PARISH</b>	<b>Service Area</b>	<b>Numbers Per Department</b>
<b>APR</b>	1	Unknown	Housing Repairs & Maintenance	1
	1	Stanfree	Street Scene	1
	1	Unknown	Revenues	1
<b>MAY</b>	2	Unknown	Street Scene	5
		Unknown		
	1	Shirebrook		
	1	Newton		
	1	South Normanton	Communications	1
	1	Glapwell	Housing Repairs & Maintenance	2
	1	South Normanton	Contact Centre	6
	2	Bolsover		
	1	Creswell		
	1	Whaley Thorns		
	1	Shirebrook		
	1	Unknown	Planning	1
	2	Bolsover	Housing	2
	<b>JUN</b>	1	Bolsover	Env. Health
1		OOA	Housing	4
1		Bolsover		
1		Shirebrook		
1		Barlborough		
1		OOA	Contact Centre	5
1		Elmton		
2		Shirebrook		
1		Whitwell		
1		Bolsover	Street Scene	5
1		Barlborough		
1		South Normanton		
2		Unknown		
3		Unknown	Communications	3
		Unknown		
		Unknown		
1		Newton	Housing Repair & Maintenance	4
1		Glapwell		
1		Bramley Vale		
1		Tibshelf		
1	Glapwell	Property & Estates	1	
1	Unknown	Partnership Team	1	
1	Unknown	Cllr Steve Fritchley	1	
				<b>45</b>

## Q2 COMPLIMENTS SUMMARY 2022/23

MONTH	No. of reports per parish	PARISH	Service Area	Numbers Per Department
JUL	1	OOA	Housing	1
	1	OOA	Revenues	1
	1	OOA	Planning	2
	1	Unknown		
	1	Langwith	Housing Repair & Maintenance	3
	1	Clowne		
	1	Bolsover		
	1	Hilcote	Contact Centre	2
	1	Clowne	Environmental Health	1
	1	Creswell		
	1	Shirebrook	Street Scene	2
	1	Glapwell		
AUG	2	Blackwell	Street Scene	5
	1	Steetley		
	1	Newton		
	1	Pinxton		
	1	South Normanton	Contact Centre	1
	1	Clowne	Revenues	1
	1	Pinxton	Grounds Maintenance	1
	1	Bolsover	Housing Repair & Maintenance	3
	1	Glapwell		
1	South Normanton			
SEPT	1	Newton	Housing Repair & Maintenance	4
	1	South Normanton		
	1	Shirebrook		
	1	Tibshelf		
	1	Clowne	Street Scene	4
	1	New Houghton		
	1	Shuttlewood		
	1	Hardstoft		
	1	Bolsover	Contact Centre	5
	1	Hodthorpe		
	1	Shirebrook		
	1	Clowne		
	1	Pinxton		
	1	Shirebrook	Revenues	5
	2	Unknown		
1	Whaley			
1	Creswell			
				<b>41</b>

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

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

<b>Q1 COMMENTS SUMMARY 2022/23</b>					
<b>MONTH</b>	<b>No. of reports per parish</b>	<b>PARISH</b>	<b>Comment Header</b>	<b>Service Area</b>	<b>Numbers Per Department</b>
<b>APR</b>	1	Unknown	When will the energy rebate of £150 be paid.	Revenues	1
<b>MAY</b>	2	Unknown	Location of litter bin	Street Scene	3
			The public footpath at the junction of Deamon Street and The Ridge in Blackwell, significant long standing dumping on both sides		
	1	Newton	There are regularly issues with the bins being missed on Sherwood Street. Could there be a process in place to notify residents of when we will be intending to return		
	1	South Normanton	Wants BDC to stop Parish Council buying Zion Church	Legal	1
<b>JUN</b>	1	Unknown	Comments re. parking at the Arc	Property Services	1
	1	Shirebrook	Could an explanation be given why the £385,000 that was promised for the surgery in Shirebrook, is now being used for a bus route instead	Planning	1
					<b>7</b>

## Q2 COMMENTS SUMMARY 2022/23

MONTH	No. of reports per parish	PARISH	Comment Header	Service Area	Numbers Per Department
<b>JUL</b>	1	Barlborough	Customer would like to comment about the use of weed killers in the Barlborough area which are unsafe to animals. Could we not use a non toxic spray instead.	Env. Health	2
	1	Bramley Vale	Customer was so happy to see the other week that the council left a big area unmowed on Stockley Trail for wildlife near the pond at the Bramley Vale side.		
	1	Barlborough	Customer would like to comment about the use of weed killers in the Barlborough area which are unsafe to animals. Could we not use a non toxic spray instead.	Street Scene	3
	1	Bramley Vale	Customer was so happy to see the other week that the council left a big area unmowed on Stockley Trail for wildlife near the pond at the Bramley Vale side.		
	1	Shirebrook	Customer is commenting that there is grounds maintenance work happening between Slant lane and Alder Way. Customer explained this happens every year in very warm weather.		
<b>AUG</b>	0				0
<b>SEPT</b>	0				0
					5

APPENDIX 3 (C) – Frontline Resolution Complaints by Department 01/04/22 – 31/09/22

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

<b>INFORMAL STAGE 1 COMPLAINTS Q1 APR - JUN 22/23</b>				
<b>No. of reports per parish per Department</b>	<b>PARISH</b>	<b>Informal Complaint Issue</b>	<b>Service Area</b>	<b>Total Per Department</b>
7	Barlborough	Missed Bin - Blk	Street Scene	52
		Bin Replacement		
		Hessian Bag - Not returned		
		Bin - Not being returned to presented location		
		Missed Assisted Bin		
		GM - Grass verges		
		Missed Bin - Green		
5	South Normanton	Missed Bin		
		Missed Bin		
		Bin - Not being returned to presented location		
		Bin not emptied fully		
		Bin Replacement		
1	Steetley	Missed Bin		
3	Shirebrook	Bin Replacement		
		Missed Bin		
		Steet Scene - Officer Complaint		
4	Creswell	Clinical		
		Missed Bin		
		Missed Bin		
		Missed Bin		
6	Clowne	Bin - Not being returned to presented location		
		Missed Assisted Bin		
		GM - Tree		
		Street Scene - Officer Complaint		
		GM - Litter		
		GM - Grass verges		
1	Bramley Vale	Missed Bin		
1	Pinxton	Street Scene - Officer Complaint		
2	Tibshelf	GM - Assisted Garden		
		GM - Assisted Garden		

**INFORMAL STAGE 1 COMPLAINTS Q1 APR - JUN 22/23**

No. of reports per parish per Department	PARISH	Informal Complaint Issue	Service Area	Total Per Department
9	Bolsover	Missed Assisted Bin		
		Missed Bin - Blk		
		New Bin		
		Missed Bin		
		Missed Assisted Bin		
		Bin Replacement		
		GM - Chase Up		
		GM - Litter		
		Bin Replacement		
1	Newton	Refuse - Caddy		
3	Whitwell	Missed Assisted Bin		
		New Bin		
		Bin - Not being returned to presented location		
3	Pinxton	Bin Replacement		
		Refuse - Caddy		
		Bin not emptied fully		
3	Hodthorpe	Street Scene - Officer Complaint		
		Missed Bin		
		Missed Bin - Burg		
1	New Houghton	Missed Bin - Burg		
2	Westhouses	Missed Assisted Bin		
		Missed Bin - Blk		
1	New Houghton	Housing - Incorrect Information	Housing	6
1	Bolsover	Housing - Careline		
1	Tibshelf	Housing		
3	Shirebrook	Housing - Officer Complaint		
		Housing - Officer Complaint		
		Housing - Officer Complaint		
1	Shirebrook	Council Tax	Revenues	2
1	Pinxton			
1	Bolsover	Repairs	Repair & Maintenance	4
1	Tibshelf	Property & Estates - Roofing Works		
2	Clowne	Repairs - Unsatisfactory		
		Repairs - Unsatisfactory		

**INFORMAL STAGE 1 COMPLAINTS Q1 APR - JUN 22/23**

<b>No. of reports per parish per Department</b>	<b>PARISH</b>	<b>Informal Complaint Issue</b>	<b>Service Area</b>	<b>Total Per Department</b>
3	Clowne	Property & Estates - Roofing Works	Property Services	3
		Property & Estates - Roofing Works		
	Whitwell	Property & Estates - Roofing Works		
1	Shuttlewood	Leisure facilities	Leisure	1
1	n/a	CC - Online Payments	CC	1
1	Shirebrook	Env H - Noise	Env Health	1
<b>70</b>				<b>70</b>

**INFORMAL STAGE 1 COMPLAINTS Q2 JULY - SEPT 22/23**

<b>No. of reports per parish per Department</b>	<b>PARISH</b>	<b>Informal Complaint Issue</b>	<b>Service Area</b>	<b>Total Per Department</b>
2	Shuttlewood	assisted bin collections	Street Scene	69
		messy public areas		
11	Bolsover	Assisted bins regulary missed		
		Behaviour of refuse collectors		
		Not been contacted to give route for exceptional bulk collecton		
		Complaint about trees		
		missed bins		
		Missed green bin		
		Missed black bins		
		using the burgundy bin to carry waste		
		Missed mop up collection		
		using the burgundy bin to carry waste		
		Crew being rude to the customer		
7	South Normanton	Delay for assisted gardening		
		Bin delivery delays		
		Complaint regarding crew behaviour		
		Clinical waste collections regulary missed		
		missing black caddy		
		Mess left from refuse crew		
		Refund policy for bulk collections		



**INFORMAL STAGE 1 COMPLAINTS Q2 JULY - SEPT 22/23**

No. of reports per parish per Department	PARISH	Informal Complaint Issue	Service Area	Total Per Department
11	Shirebrook	Wrong bin returned		
		Assisted bins regulary missed		
		Disruption in the garden		
		Assisted bins regulary missed		
		Trade waste collection missed		
		bins regulary missed		
		missed green bin		
		missed burgundy bin		
		Missed green bin		
		Missed green bin		
		Green bin not been emptied		
2	Langwith Junction	Assisted bin not returned		
		Missed black bins		
1	Nether Langwith	Presentaion point for bulk collection		
1	Langwith	delay with replacemement bin lid		
5	Clowne	Missing bin caddy		
		Wait time for replacement bin lid		
		Missed black bin		
		Missed assisted - 10 times		
		missed burgundy bin		
1	Hilcote	Side waste not collected		
2	Creswell	Wait time for bin to be delivered		
		waiting for bins to be delivered		
1	Bramley Vale	No action taken on his previous report		
3	Tibshelf	missed burgundy assisted collection		
		Missed bin		
		Noisy bin crew		
4	Stanfree	Waiting for bin to be delivered		
		bin location after collection		
		bin lid delays		
		Missed black bins		
4	Barlborough	Garden not being strimmed		
		Tree that needs cutting down		
		weeds not cut		

**INFORMAL STAGE 1 COMPLAINTS Q2 JULY - SEPT 22/23**

No. of reports per parish per Department	PARISH	Informal Complaint Issue	Service Area	Total Per Department
		Bins regulary being missed		
1	Newton	Assisted bins keep being missed		
1	Pinxton	No response from assisted gardening request		
1	Hodthorpe	delay in bin delivery		
6	Whitwell	missed bins		
		damage to property		
		Waiting for new bin lid		
		Parking on private land		
		Waiting for grounds maintenance to look at the trees for the customer		
		Bin collections		
1	Scarcliffe	Missed burgundy bin		
2	Westhouses	Bins missed for the past few weeks		
		Black bin is missed every month		
1	Doe Lea	Noisey bin crew		
1	Palterton	Bins regulary being missed		
1	Chesterfield - OOA	Supported living	Housing	10
1	Glapwell	Complaint about ranger		
3	Bolsover	Housing staff		
		carline		
		Damage to possessions		
3	Shirebrook	warden service issues		
		warden services		
		Housing staff contact		
1	Bramley Vale	Issue with housing		
1	Clowne	Another resident		
1	Shirebrook	Poor customer service	Contact Centre	4
1	Tibshelf	Contact centre manager		
1	Duckmanton (OOA)	No help offered at CC		
1	Langwith Junction	Email communication		
1	Shirebrook	Benefit letters	Revenues	1
2	Pinxton	lack of contact	Env H	3

**INFORMAL STAGE 1 COMPLAINTS Q2 JULY - SEPT 22/23**

No. of reports per parish per Department	PARISH	Informal Complaint Issue	Service Area	Total Per Department
	Newton	Wasps at a property		
1	Rowthorne	Appointment times for EH		
1	Bolsover	Waiting for a job to be completed	Repair & Maintenance	1
1	Pinxton	damage to garden	Property services	1
<b>89</b>				<b>89</b>

Appendix 3 (D) Complaints by Department 01/0422 – 31/09/22

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

<b>Q1 Formal Complaints SUMMARY 2022/23</b>					
<b>MONTH</b>	<b>No. of reports per parish</b>	<b>PARISH</b>	<b>Complaint Header</b>	<b>Service Area</b>	<b>Numbers Per Department</b>
<b>APR</b>	1	Creswell	Not happy with where bins (assisted) are left after collection	Street Scene	2
	1	Bolsover	Unhappy with tree planting		
	1	Unknown	Unhappy with Rangers parking	Housing	3
	1	Bolsover	BDC Housing employees attended his property without permission		
	1	Shirebrook	Complaint about not having permission to install a shed		
	1	Scarcliffe	Complaint about planning application corrections	Planning	4
	1	Bolsover	Complaint about planning application		
	1	Tibshelf	Complaint about planning permission		
	1	Unknown	Complaint about planning permission		
1	Langwith	Unhappy with cleanliness of changing facilities	Leisure	1	
<b>MAY</b>	1	Unknown	Application and review for the correct banding / score within the band	Housing	3
	1	Barlborough	Not happy with decision about trees		
	1	Newton	Concerns of safety for children in the property not feeling safe and secure. Due to problems with neighbours		
	1	Steetley	Bin has been missed over 20 times	Street Scene	3
	1	Barlborough	Not happy with decision about trees		
	1	Clowne	Trespassing on property with a huge flail machine and cutting the grass and hedge roots		
	1	Pinxton	Complaint re advice given/ payment of fuel funding allowance		
	1	OOA	The Council does not accept my account when tenants move in and out of my properties	Revenues	2
1	Newton	Concerns of safety for children in the property not feeling safe and secure. Due to problems with neighbours	Planning	1	
<b>JUN</b>	1	Hodthorpe	Bin hasn't been emptied for 4 weeks	Street Scene	2
	1	Creswell	The Complainant is on the rural bin collection, but her bins are not getting emptied.		
	1	Unknown	Customer not happy with the way they have been dealt with by the Revenues Department	Revenues	1

### Q1 Formal Complaints SUMMARY 2022/23

MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
	1	Whitwell	Further comments from tenant re. housing situation	Housing	1
	1	Unknown	Further comments re. parking at the Arc	Property & Estates	1
	1	Doe Lea	Tenant is not happy that she was left with a non working toilet	Housing Repair & Maintenance	1
	1	Doe Lea	In relation to the unlawful granting of planning permission for XXXXX	Planning	1
					<b>26</b>

### Q2 Formal Complaints SUMMARY 2022/23

MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department	
<b>JUL</b>	1	Bolsover	Failure to pollard three trees which run along a public footpath next to Vale Close in Bolsover	Street Scene	1	
	1	Creswell	Complainant not happy with the way they were spoken to on the phone by an Housing Inspector	Housing Repairs & Maintenance	1	
<b>AUG</b>	1	Barlborough	Too many yoga classes are being cancelled. Far too many to mention recently and some at very short notice.	Leisure		
	1	Hardstoft	Complaint regarding Planning Application XXXXXX – Land North West of XX Barn Cottages, Farm Lane, Hardstoft	Planning		
	1	Bolsover	Constant missed burgundy assisted bin	Street Scene		
	2		Shirebrook	Complaint against 2 Housing Wardens who unplugged the alarm system at the property of XX Hawthorn Avenue, Shirebrook which has unfortunately resulted in the owner having a fall and being unable to contact anyone.	Housing	3
				Housing Application been bidding for 2 years		
1		Bolsover	Anti Social Behaviour in St Lawrence Avenue area in Bolsover.			

## Q2 Formal Complaints SUMMARY 2022/23

MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
	1	Whitwell	Cockerels on Whitwell Parish Council allotments making noise from 4am in a morning	Env.Health	1
	1	Tibshelf	Customer is raising as formal complaint following his informal complaint - he is complaining about how the Contact Centre Manager spoke to him	Contact Centre	1
SEPT	1	Clowne	Building on the site at Rose Avenue, Clowne	Planning	2
	1	unknown	Proposed traveller site on Featherbed Lane		
	1	Bolsover	Air Conditioning in the gymnasium needs investigating	Leisure	1
	1	Bolsover	Regarding Council tax owed on XX Bolsover Hill since 2015	Revenues	1
					<b>11</b>

Appendix 3 (E) MP Enquiries by Department 01/0422 – 31/09/22

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

<b>Q1 MP Enquiries SUMMARY 2022/23</b>					
<b>MONTH</b>	<b>No. of reports per parish</b>	<b>PARISH</b>	<b>MP Enquiry Header</b>	<b>Service Area</b>	<b>Numbers Per Department</b>
<b>APR</b>	1	Pinxton	Wants more electric charging points	Economic Development	1
	1	Unknown	Bikes riding on land	Street Scene	1
	1	Unknown	Bikes riding on land	Housing	7
	3	Shirebrook	Wants update on housing application		
			Over payment of CT / HB - Demanding £3000 repayment		
			Update to be provided to see if XXXXXX has recently been assessed		
	1	Newton	Wants a patio door installing		
	1	All	Housing Application Form		
	1	Whitwell	Housing Application		
	1	Langwith Junction	Over flow water pipe from neighbouring property	Env. H	1
	1	Shirebrook	Over payment of CT / HB - Demanding £3000 repayment	Contact Centre	1
	1	Shirebrook	Over payment of CT / HB - Demanding £3000 repayment	Revenues	1
	1	Unknown	Funding For Youth Programmes	Partnership Team	1
1	Unknown	Funding For Youth Programmes	Leisure	1	
<b>MAY</b>	1	Clowne	Ants in house and vegetation at side house	Env. Health	3
	1	South Normanton	Concerned about the removal of the Air Quality Management Area in South Normanton		
	1	Bolsover	Neighbour is running a Tractor in there rear yard making lots of noise and fumes		
	2	Bolsover	Not happy a bench has been installed on land behind his house	Property & Estates	2

### Q1 MP Enquiries SUMMARY 2022/23

MONTH	No. of reports per parish	PARISH	MP Enquiry Header	Service Area	Numbers Per Department
			Markham Vale site near Bolsover/Duckmanton issues with regards litter, maintenance of verges and hedgerows, road condition, drains and gulleys.		
	1	Glapwell	Request to widen drive way, so mobility scooter can fit	Housing	6
	1	South Normanton	Request to be rehoused		
	2	Bolsover	Regarding a dispute between neighbours fence blocking access to back garden		
			Neighbour is running a Tractor in there rear yard making lots of noise and fumes		
	1	Creswell	Confirmation status of housing application and priority band.		
	1	Shirebrook	Benefits available due to disabilities and Food support		
	1	Pinxton	Property which is the subject of some question over ownership and responsibility for maintenance		
	1	Bolsover	Regarding a dispute between neighbours fence blocking access to back garden		
	1	South Normanton	Council Tax Redemption	Revenues	3
	1	Creswell	Regarding £150 Council Tax Refund		
	1	Shirebrook	Benefits available due to disabilities and Food support		
	1	Shirebrook	Benefits available due to disabilities and Food support	Leisure	1
	1	Shirebrook	Benefits available due to disabilities and Food support	Contact Centre	1
	1	Unknown	How fuel fund is to be paid to those not on DD	Revenues	1
	1	Clowne	Ants in house and vegetation at side house	Street Scene	2
	1	Bolsover	Not happy a bench has been installed on land behind his house		
JUN	1	Unknown	Please advise when the £150 Council Tax rebate will be paid	Revenues	
	1	Bolsover	Progress of locating the owner of XX Haldane Crescent, Bolsover.	Env. Health	
	2	Creswell	Regarding drug activity and anti-social behaviour on Church street, Creswell.	Planning	3



### Q1 MP Enquiries SUMMARY 2022/23

MONTH	No. of reports per parish	PARISH	MP Enquiry Header	Service Area	Numbers Per Department
			Unsure of parking on main road near to Co-op, where do we park near there to shop as side streets are for home parking.		
	1	Unknown	what are the plans for the redevelopment of the former Creswell Colliery site due to concerns with incidents of anti-social behaviour on and near the site.		
	1	Bramley Vale	XXXXXXX M.P. has received letters from children of Bramley Vale Primary School, who are upset over the amount of litter and glass in the surrounding area, like the woods and fields.	Street Scene	4
	1	Creswell	Litter in Creswell		
	1	Tibshelf	Around Pit Lane industrial estate areas, there is lots of rubbish in the undergrowth		
	1	South Normanton	Over hanging Trees in South Normanton Cemetery		
	1	ALL	Lets Chat Mental Health Signs installation	Leisure	2
	1	Creswell	Is there any plans to improve the leisure facilities on Fox Green, Creswell, so that there are more provisions, such as play equipment etc, and things to do for young people in the area.		
	1	Bolsover	Progress of locating the owner of XX Haldane Crescent, Bolsover, S44 6RU	Housing	6
	1	Clowne	MP has asked us to look into XXXXXXX housing application and whether there is a chance for him to move to a property that meets his family's needs in or near Whitwell.		
	2	Unknown	Wants update on constituent's housing status		
			what are the plans for the redevelopment of the former Creswell Colliery site due to concerns with incidents of anti-social behaviour on and near the site.		
	1	South Normanton	Over hanging Trees in South Normanton Cemetery		
	1	Creswell	Regarding drug activity and anti-social behaviour on Church street, Creswell.		

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## Q2 MP Enquiries SUMMARY 2022/23

MONTH	No. of reports per parish	PARISH	MP Enquiry Header	Service Area	Numbers Per Department	
JUL	1	Unknown	Constituent has informed MP XXXXXXXX she was put on the Bolsover Homes housing list in July 2021, but she has not been able to get anywhere at present	Housing	10	
	2	Pinxton	Concerns about XX Ash Close, Pinxton might be being used for subletting			
			Please see attached MP Enquiry Regarding his constituent being re accessed for the appropriate re housing			
	2	Shirebrook	For information why a grant permission for sale of Garage Block, Hazel Crescent, Shirebrook has been agreed			
			Maintenance issues to XXXXXX property			
	1	Clowne	Reports of disturbance at night due to her neighbours activities			
	1	Tibshelf	MP Enquiry regarding his constituents request to be re-assessed for house Banding, due to being overcrowded at their current property.			
	1	Langwith	MP has asked us to look into XXXXX housing application and whether there is a chance for him to move to a property that meets his family's needs in or near The Woodlands, Langwith.			
	1	Whitwell	MP has asked us to look into complaints her Mother is being harassed by a BDC employee			
	1	Bolsover	Please see attached MP Enquiry regarding a complaint the Constituent has with the housing repairs of her council housing.			
	1	Clowne	Reports of disturbance at night due to her neighbours activities			
	1	Pleasley	Allotments on Chesterfield Road are an eyesore and whether any action can be taken to improve the aesthetics of the area.	Env. Health	3	
	1	Elmton	MP enquiry regarding an additional discretionary facilities grant that has been refused at Markland Farm.	Leisure	2	
	1	Unknown	Would like to know if there are any plans to reopen the Creswell Youth Centre			
	1	Bolsover	MP's constituent is concerned about the sale of 'unhealthy' snacks from the vending machines at The Arc and the appropriateness of this in a healthy living centre.			
1	Langwith	Regarding a request for the Council to collect an old fridge freezer from outside the side of her property, which would incur an extra cost	Street Scene			3
1	Bolsover	Litter through the area of Shuttlewood				
1	Tibshelf	Please see attached MP Enquiry Regarding CCTV being installed on Saw Pit Lane				

## Q2 MP Enquiries SUMMARY 2022/23

MONTH	No. of reports per parish	PARISH	MP Enquiry Header	Service Area	Numbers Per Department
	1	Unknown	FOI request from MP XXXXX, Office of XXXXXXX, MP for Ellesmere Port and Neston & Shadow Minister for Employment Rights and the Labour Market	Performance	1
	1	Shirebrook	For information why a grant permission for sale of Garage Block, Hazel Crescent, Shirebrook has been agreed	Planning	6
	1	Unknown	Would like to know if there are any plans to reopen the Creswell Youth Centre		
	3	Tibshelf	Is there any development plans for the old miners welfare on Newton Road		
			Limited parking options in the Tibshelf area.		
	1	Bolsover	Un happy living next to a building site, being disrupted by the noise, dust and other mess being generated by the building work		
	1	Shirebrook	Maintenance issues to XXXXX property	Housing Repair & Maintenance	2
1	Bolsover	Please see attached MP Enquiry regarding a complaint the Constituent has with the housing repairs of her council housing.			
AUG	1	OOA	XXXXXX XXXXXX@parliament.uk - FOI Request	Performance	1
	1	Clowne	Regarding his Constituent at XX Gray Street, Clowne being unable to keep up with the maintenance of there garden due to there age.	Housing	7
	1	Shirebrook	Please see attached MP Enquiry regarding car repairs BDC advised would be reimbursed as a loose tile from his constituents roof went through the windscreen on there car.		
	1	Bramley Vale	Issues with a homeless man and a few other people drinking, taking drugs and defecating near her home.		
	1	Hodthorpe	Anti-Social Behaviour on King Street, Hodthorpe		
	1	Blackwell	Cannabis smoking and homophobia issues at XX		
	1	Tibshelf	Requesting to relocate homes having been a victim of domestic violence.		
	1	Langwith Junction	MP Enquiry regarding his constituents Daughter who at present is stopping with her abusive former boyfriend who has previously been locked up for domestic violence.		
	1	Shirebrook	Please see attached MP Enquiry regarding car repairs BDC advised would be reimbursed as a loose tile from his constituents roof went through the windscreen on there car.	Housing Repair & Maintenance	3
	1	New Houghton	MP Enquiry regarding 3 roof tiles broken at XX Church View, New Houghton		
1	Bolsover	Doors on properties in the New Bolsover Model Village area not fitting properly			

## Q2 MP Enquiries SUMMARY 2022/23

MONTH	No. of reports per parish	PARISH	MP Enquiry Header	Service Area	Numbers Per Department
	2	Shirebrook	Constituent wanting to know if garage plot to lease or buy on Maunvers Street, Shirebrook Works that were carried out last year extended outside tap and this is consequently leaking. Customer has been advised we can make safe but can not fix it but customer needs this for his animals.	Property & Estates	2
	1	Langwith	Planning Application submitted for 2 holidays lets, received no response from Planning	Planning	2
	1	Langwith Junction	MP Enquiry regarding his constituent being un happy with the Gleeson Homes site. The MP advises that roads and pavements are inadequate.		
	1	Tibshelf	Requesting to relocate homes having been a victim of domestic violence.	Revenues	1
	1	Clowne	Regarding his Constituent at XX Gray Street, Clowne being unable to keep up with the maintenance of there garden due to there age.	Street Scene	8
	1	Stanfree	XXXXX has concerns with stray cats in the street and the overgrown tree outside of her property that needs trimming.		
	1	Tibshelf	A resident of Mill Farm Drive, Tibshelf. has asked about having a Dog Waste and Litter Bin on a amenity park area on the relatively new housing estate.		
	1	Bramley Vale	Issues with a homeless man and a few other people drinking, taking drugs and defecating near her home.		
	2	Bolsover	XXXXXXXX M.P would like to know if the Council has considered installing additional bins throughout the Bolsover North and Shuttlewood areas. Is there going to be dog poo bins on Keepmoat esate?		
	1	Pinxton	MP Enquiry regarding a constituents property being overgrown by vegetation which is attracting rats		
	1	Hodthorpe	XXXXXX tells us he ordered these bins in the middle of June but is still waiting for them. As a result, rubbish is piling up at his home.		
	1	Stanfree	XXXXX has concerns with stray cats in the street and the overgrown tree outside of her property that needs trimming.		
	1	Unknown	Taxi license provide up to date documents - as license holders concerned about cost implications	Env. Health	5
	1	Pinxton	MP Enquiry regarding a constituents property being overgrown by vegetation which is attracting rats		
	1	Tibshelf	Requesting to relocate homes having been a victim of domestic violence.		
	1	Hodthorpe	Anti-Social Behaviour on King Street, Hodthorpe		

## Q2 MP Enquiries SUMMARY 2022/23

MONTH	No. of reports per parish	PARISH	MP Enquiry Header	Service Area	Numbers Per Department
SEPT	1	Clowne	regarding rent increase and need for financial support	Revenues	4
	3	Shirebrook	Regarding arrears on the property at XX Park road, Shirebrook. The tenant has been informed they need to pay XXXXXXXX right away in order for them not to be evicted.		
			Regarding his constituent applying for a tenancy in Shirebrook.		
			Worried about being able to afford rent and finding a new property		
	1	Pinxton	overpaid Housing Benefit and now BDC have sent an invoice advising XXXXX needs to be paid back	Housing Repair & Maintenance	3
	1	Doe Lea	no cavity wall insulation in the Council property of XX West Street, Doe Lea.		
	1	Creswell	Regarding having a bath fitted at the property instead of a shower		
	1	South Normanton	Drainage issues on the Gleeson development of off Alfreton Road	Leisure	3
	2	Whitwell	The Park on Welbeck Street which is in desperate need of attention. what youth provisions are available in Whitwell.		
	1	Bolsover	Kerb stones around the middle street car park in Bolsover which are not stable and could be a trip hazard to those who have difficulties with walking.	Property & Estates	1
	1	Whitwell	noise complaint from an allotment his constituent lives next to.	Environmental Health	3
	1	Blacwell	improving the unkept and overgrown entrance and surrounding area located at the end of Victoria Drive.		
	1	Unknown	Excessive horse poop being left on footpaths		
	1	Pinxton	long-running issue with large trees on Wharf Road.		
	1	Stanfree	littering and maintenance of Bolsover Town Centre	Street Scene	7
	1	Tibshelf	unable to cut her grass, due to having a fall and ending up in hospital.		
	1	Whitwell	unhappy with verges not being maintained and weeds at the base of walls in the Whitwell area.		
	1	Shirebrook	Large oak tree requiring maintenance between the boarder of Bramble Close, Shirebrook and allotment land of Recreation road, Langwith Junction.		
	1	Shirebrook	concerns presenting bins at the end of Division Road in Shirebrook.		
	1	Blacwell	improving the unkept and overgrown entrance and surrounding area located at the end of Victoria Drive.		
2	South Normanton	Drainage issues on the Gleeson development of off Alfreton Road	Planning	4	

## Q2 MP Enquiries SUMMARY 2022/23

MONTH	No. of reports per parish	PARISH	MP Enquiry Header	Service Area	Numbers Per Department		
			Land lying to the west of Chestnut Drive, Broadmeadows, South Normanton, Alfreton, this is a wooded area laying between The Boundary Public House and Chestnut Drive which we believe is a brownfield site				
	1	Hodthorpe	like to see more car parks in Hodthorpe and no more road parking				
	1	Creswell	Concerns about the potential development on Fox Green in Creswell.				
	1	Clowne	Housing Application enquiry				
	1	Pinxton	checking on his housing application as he wishes to relocate from Mansfield to Pinxton.				
	3	Bolsover	requiring an update on the situation of their Housing Association application for a Council property.	Housing	14		
			XXXXXX and XXXXXX, who currently live at XX Melciss Road, Wickersley, Rotherham S66 2DB who have applied to the council to move back into social housing in the Bolsover area due to there failing health and now need to be near their family to assist with there care and support.				
			Constituent who offered to sponsor a family from Ukraine for 6 months. He explained the time is coming to an end and the family would like to continue living in the UK.				
	3	Shirebrook	Regarding arrears on the property at XX Park road, Shirebrook. The tenant has been informed they need to pay £2500 right away in order for them not to be evicted.				
			Regarding his constituent applying for a tenancy in Shirebrook.				
			Worried about being able to afford rent and finding a new property				
	1	Glapwell	enquiring to join her Mothers tenancy now her Dad has passed away.				
	2	Creswell	Wanting a bungalow for disabled son but against policy				
			Regarding having a bath fitted at the property instead of a shower				
	1	Whitwell	experiencing problems with a neighbour, XXXXXXXX of XX George Inn Court, since he moved in the flat in March this year.				
	1	Doe Lea	no cavity wall insulation in the Council property of XX West Street, Doe Lea.				
	1	South Normanton	Regarding drug activity on fields in South Normanton				
	1	Whitwell	what youth provisions are available in Whitwell.	Partnership	1		
					<b>96</b>		

Appendix 3 (F) Internal Review by Department 01/0422 – 31/09/22

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

<b>Q1 Internal Review SUMMARY 2022/23</b>					
<b>MONTH</b>	<b>No. of reports per parish</b>	<b>PARISH</b>	<b>Internal Review Header</b>	<b>Service Area</b>	<b>Numbers Per Department</b>
<b>APR</b>	1	Creswell	We are treating this as an Internal Review complaint in order to bring it to a conclusion	Housing	1
	1	Elmton	Unhappy with enforcement administered	Planning	1
<b>MAY</b>	1	Shirebrook	Unhappy Changed Bin Location	Street Scene	3
	1	Bolsover	Unhappy with decision from street scene regarding tree planting		
	1	Steetley	Unhappy with Formal Response regarding missed bins, Requested a new bin for when it is missed		
	2	Bolsover	Raising concerns about an ongoing issue with a shed in the garden of XX Cavendish Road.	Housing	3
			Unhappy with formal response decision		
	1	Creswell	Unhappy with decision on tenancy for the garage		
	1	Bolsover	Raising concerns about an ongoing issue with a shed in the garden of XX Cavendish Road.	Housing Repair & Maintenance	1
	1	Bolsover	Raising concerns about an ongoing issue with a shed in the garden of XX Cavendish Road.	Contact Centre	1
	1	Whaley Thorns	Raising concerns of the Cleanliness of the changing room and toilets	Leisure	1
	1	Unknown	Review of the decision to withhold the vehicle registration numbers as previously your council has given us company data - FOI	Performance	1
1	Steetley	Unhappy with Formal Response regarding missed bins, Requested a new bin for when it is missed	Street Scene	1	
<b>JUN</b>	1	unknown	Not happy with the information given in the formal response letter regards the banding / score decision	Housing BDC	1
	1	Bolsover	Complaint about planning application	Planning	1
	1	Doe Lea	In relation to the unlawful granting of planning permission for XXXXXX		
					<b>15</b>

### Q2 Internal Review SUMMARY 2022/23

MONTH	No. of reports per parish	PARISH	Internal Review Header	Service Area	Numbers Per Department
JUL	1	Clowne	Ongoing issues regarding the Highfields housing estate	Planning	1
	1	Clowne	Ongoing issues regarding the Highfields housing estate	Street Scene	1
AUG	1	Barlborough	Customer still dissatisfied. Doing yoga in the dark is not acceptable in winter; the temperature of the room; cancelled classes and late instructors. Please ensure XXXXXX Name remains Anonymous to Leisure Staff	Leisure	1
	1	Hardstoft	Customer still dissatisfied with XXXXX response stating we are allowing planning permission to build on his land.	Planning	1
	1	Creswell	Customer still experiencing issues with his bins and not happy with advise offered from XXXXXX	Street Scene	1
Sept	1	Bolsover	Formal Response is inaccurate and by no means addressers the issues raised in the correspondence that BDC Council received from XXXXX on 1st September 22	Leisure	1
					<b>6</b>



Appendix 3 (G) Ombudsman complaints 01/4/22 – 31/9/22

<b>OMBUDSMAN SUMMARY</b>				
<b>No. of reports per parish per Department</b>	<b>PARISH</b>	<b>Ombudsman Header</b>	<b>Service Area</b>	<b>Numbers Per Department</b>
1	South Normanton	Code of Conduct complaint	Legal	1
				<b>1</b>