

Bolsover District Council

Meeting of the Customer Services Scrutiny Committee on 13th February 2023

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

Report of the Portfolio Holder for Leisure & Tourism

Classification	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 1st October 2022 to 31st December 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.
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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 82% for quarter 3.

Cumulatively performance is 80% 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 94% for quarter 3.

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 69% for quarter 3.

Cumulatively performance is 72% 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, 1st October 2022 to 31st December 2022:

- 6,659 email enquiries (in Q3) from the public were received through enquiries@bolsover.gov.uk
- All were acknowledged within one working day
- 99% were replied to in full within 8 working days cumulatively for Q3.

There were more e-mails (21,941) compared to the same period (17,964) 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 96% for quarter 3.

Cumulatively performance is 92% 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 October 2022 and 31st December 2022 by quarterly period.

The report identifies Quarter 3 95% 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, Procurement, Street scene, Housing/Community Safety and Housing Repairs.

Cumulatively performance is 92% for 2022/23 which is just below target of 93%.

Target – 5% Unanswered Calls (Abandoned)

Appendix 2 shows the performance between 1st October 2022 and 31st December 2022 by quarterly period. The report identifies Quarter 3 12% of incoming calls are not being answered.

The majority of departments are not achieving the target of 5% with the exception of Planning, Revenues and Benefits and Finance who are all meeting target.

Cumulatively performance is 13% for 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 **38** written compliments were received during Q3 1st October to 31st December 2022. Compliments were received from customers who appreciated excellent service.

Comments

Appendix 3 (B) shows the number of written comments received for the period Q3 1st October to 31st December 2022, **7** 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 **63** complaints were recorded on the Customer Information System for the period Q3.

84% 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, **34** formal complaints Q3 1st October to 31st December 2022 and **62** M.P. enquiries during this same period.

83% Formal complaints and 85% 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 **2** stage three complaints were received all of which were responded to within the standard of 20 working days.

Ombudsman

No Ombudsman complaints have been received for Q3.

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

RECOMMENDATION

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

Approved by Councillor D Downes Portfolio Holder for Leisure & Tourism

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

<p>District Wards Significantly Affected</p>	All
<p>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"/></p>	Yes Details:

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

DOCUMENT INFORMATION	
Appendix No	Title
1.	Customer Service Standards monitoring
2.	Telephony performance
3.	Compliments, Comments and Complaints: A. Compliments by department 1/10/22 – 31/12/22 B. Comments by department 1/10/22 – 31/12/22 C. Frontline resolution complaints by department 1/10/22 – 31/12/22 D. Formal Investigation complaints 1/10/22 – 31/12/22

	E. M.P Enquiries 1/10/22 – 31/12/22 F. Internal Review complaints by department 1/10/22 – 31/12/22
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Background Papers
None

APPENDIX 1 – Customer Service Standards Monitoring 01/10/22 – 31/12/22

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	22,641	95%	17,180	69%	82%	94%	6,659	100%	99%	699	96%	29	75%	62	85%
Quarter 3 Cumulative	71,264	91%	54,848	72%	80%	92%	21,941	100%	99%	2427	92%	67	80%	174	89%
January to March															
Quarter 4 Cumulative	71,264	91%	54,848	72%	80%	92%	21,941	100%	99%	2427	92%	67	80%	174	89%

APPENDIX 2 – Telephony Performance 01/04/22 – 31/12/22

2022/23 Q1 & Q2 April - Sept Target - 93% to be answered within 20 seconds Target – 5% Unanswered Calls (Abandoned)	Q1					Q2				
Department (by directorate)	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
Resources										
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%
Street scene Services	1773	1668	94%	256	13%	1518	1462	96%	190	11%
Housing & Community Safety	3050	2795	91%	530	15%	2391	2178	91%	538	18%
Total	21223	18277	82%	1500	13%	15747	13770	83%	1299	12%
Strategy & Development										
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%
Total	6218	5908	96%	603	15%	5435	5161	95%	608	14%
Overall Total	27441	8703	89%	2103	14%	21182	7339	89%	1907	13%

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)

Does not meet target

2022/23 Q3 & Q4 Oct - Mar Target - 93% to be answered within 20 seconds Target – 5% Unanswered Calls (Abandoned)	Q3					Q4				
Department (by directorate)	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
Resources										
Directors	63	58	98%	5	8%					
Contact Centre Managers	305	213	97%	92	30%					
Joint Environmental Health	0	0	0%	0	0%					
Joint ICT	1415	1278	89%	137	10%					
Finance	341	337	99%	4	1%					
Procurement	59	44	90%	15	25%					
Leisure	1412	1137	97%	275	19%					
Revenues & Benefits	8438	8410	85%	28	0%					
Street scene Services	2009	1788	91%	221	11%					
Housing & Community Safety	3353	2776	91%	577	17%					
Total	17395	16041	84%	1354	12%					
Strategy & Development										
Directors	156	141	95%	15	10%					
Communications	63	59	100%	4	6%					
Leader's Office & Partnership	151	111	95%	40	26%					
Legal, Governance, Scrutiny & Elections	306	282	100%	24	8%					
Housing Repairs	4005	3632	91%	373	9%					
HR, Payroll & Health & Safety	586	488	99%	98	17%					
Property & Commercial Services	1104	1013	99%	91	8%					
Joint Performance	113	99	100%	14	12%					
Planning	754	721	94%	33	4%					
Economic Development	65	54	98%	11	17%					
Total	7303	6600	97%	703	12%					
Overall Total	24698	22641	95%	2057	12%					
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) Does not meet target										

Appendix 3 (A) Compliments by Department 01/10/22 – 31/12/22

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

Q3 COMPLIMENTS SUMMARY 2022/23					
MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department
OCT	1	South Normanton	Thank you to everyone at the council but also the contact centre for organising her food parcel, it is very much appreciated.	Contact Centre	1
	1	Unknown	XXXXX from The lost dog trapping team search and rescue network, would like to thank XXXXX for being an absolute asset to the locals in her warden area.	Env. Health	1
	1	Unknown	Customer would like to say thank you for streaming the Bolsover Festival performances	Communications	1
	1	Unknown	Customer would like to thank XXXXXXX for all the help with her Council tax arrears payments.	Revenues	2
	1	Whaley	Customer would like to say thank you for help with Council tax payments		
	1	South Normanton	On behalf of XXXXX and myself, I just wanted to drop you a line to say "thank you". Thank you for your help, advice, and patience and understanding with our application, it has been greatly appreciated by us both.	Planning	1
	1	Pinxton	Customer happy with the welfare adaptation at the front of the property and would like to thank all staff who are involved.	Housing Repair & Maintenance	5
	1	Tibshelf	The workmen were polite and cleaned up after themselves.		
	1	Clowne	Customer would like to thank XXXXXXX who fixed lights at XXXXX Customer advised she was very happy with the work undertaken and XXXXXXX was polite		
	1	Unknown	Customer really happy with the work that has been carried out at her property		
1	Bolsover	Customer would like to thank XXXXXXX in Housing Repairs who fixed her extractor fan XXXXXXX was polite, friendly and helpful			
NOV	2	South Normanton	Customer would like to say thank you to Customer Advisor for ordering her a paper recycling bag.	Contact Centre	4
			Customer would like to thank Greg who has helped him with a council tax matter that he had been extremely worried about		
	1	Whitwell	Customer would like to say every time she has been to the contact centre the person serving has been very friendly, polite and helpful.		

Q3 COMPLIMENTS SUMMARY 2022/23

MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department
	1	Shirebrook	Thank you for the work experience received in July 2022 to all Meet and Greet staff.		
	1	All	Customer would like to thank communications for the wonderful video they have downloaded onto their businesses Google page	Communications	1
	1	All	Customer would like to say thank you for help with her Council Tax enquiry.	Revenues	1
	1	Langwith Junction	thank you to Street Scene for arranging fly tipping to be cleared	Street Scene	2
	1	South Normanton	Customer rang in to say thank you for coming back to empty there bin		
	1	Doe Lea	Thank you to the tradesman that carried out work on her son's bedroom door	Housing Repair & Maintenance	4
	1	Pinxton	Tenant called to thank the tradesman who repaired the concrete path to the front of their property at Job number: R0049982.		
	1	South Normanton	Tenant said that the Electrician carried out work in their home, did a fantastic job.		
	1	Tibshelf	Customer rang to say that they had 3 jobs completed on 16th November 2022 at their property. Customer advised all 3 jobs were very good and you could not have sent 3 nicer people to do the work		
DEC	1	Tibshelf	Customer attended the Hub on 30/11/22 to ask for help completing forms. They advised they always like going in as everyone is always helpful	Contact Centre	3
	1	Unknown	Customer would like to thank Clowne Contact Centres Customer Advisor for answering their email enquiry		
	1	Barlborough	The Customer would like to thank the Contact Centre advisor and Property Services officer for offering assistance removing scaffolding from their property.		
	1	Creswell	Customer advised services at the gym are excellent, the receptionists, instructors and facilities are all value for money.	Leisure	1
	1	Tibshelf	Customer called to pass on her thanks to Central Control. The Customer had an Out of hour's emergency and was worried and upset. The Central Control Advisor reassured them by chasing the Contractor for advice.	Housing	2
	1	Clowne	Customer would like to pass on thanks to the Housing Officers for checking on her sister		
	1	Tibshelf	Customer would like to thank Street Scene bulky waste employees who collected their item on 7/12/22	Street Scene	2

Q3 COMPLIMENTS SUMMARY 2022/23

MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department
	1	Glapwell	Customer would like to thank Bolsover District Council employees from the Housing Repairs and Street Scene Department for undertaking repairs to their property and removing bulky items		
	1	Glapwell	Customer would like to thank Bolsover District Council employees from the Housing Repairs and Street Scene Department for undertaking repairs to their property and removing bulky items	Housing Repairs & Maintenance	2
	1	Tibshelf	Customer advised how pleased they were with the workman that attended her property to reconnect the thermostat to the main system.		
	1	Clowne	Customer would like to thank the Benefits department for resolving their concerns.	Revenues	3
	2	Bolsover	Customer Would like to thank the benefits department for advising further information on housing benefits Customer would like to thank the Revenues and Environmental Health Department for their advice on financial support available.		
	1	Barlborough	The Customer would like to thank the Contact Centre advisor and Property Services officer for offering assistance removing scaffolding from their property.	Property Services	1
	1	Bolsover	Customer would like to thank the Revenues and Environmental Health Department for their advice on financial support available.	Env. Health	1
					38

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

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

Q3 COMMENTS SUMMARY 2022/23					
MONTH	No. of reports per parish	PARISH	Comment Header	Service Area	Numbers Per Department
OCT	1	Bolsover	Good Evening, it would be helpful if invoices that are sent by mail are sent in an envelope bearing the council logo. I've just opened a plain envelope that was sat in our low priority junk mail tray and it contained the invoice for the commercial 2022-2023 waste collections, and dated 1st October 2022. I've made since payment.	Finance	1
	1	Bolsover	Good Evening, it would be helpful if invoices that are sent by mail are sent in an envelope bearing the council logo. I've just opened a plain envelope that was sat in our low priority junk mail tray and it contained the invoice for the commercial 2022-2023 waste collections, and dated 1st October 2022. I've made since payment.	Street Scene	1
	1	Bolsover	Electric charging points for the allocated car parking spaces at The Arc are too small and narrow.	Property Services	1
NOV	1	South Normanton	Customer advisers it would be helpful for electric heaters to be offered to the elderly whilst their gas supply has to be turned off in their property for housing repairs	Housing Repair & Maintenance	1
	1	Tibshelf	Customer would like to make a suggestion regarding bin collections on Back Lane	Street Scene	1
DEC	1	South Normanton	Customer would like BDC to introduce a meals on wheels service in the district	Partnerships	1
	1	Palterton	Customer commented the Council should provide clear large plastic bags if we require them to recycle soft plastics, bubble wrap etc.	Street Scene	1
					7

APPENDIX 3 (C) – Frontline Resolution Complaints by Department 01/10/22 – 31/12/22

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

INFORMAL STAGE 1 COMPLAINTS Q3 OCT – DEC 22/23				
No. of reports per parish per Department	PARISH	Informal Complaint Header	Service Area	Total Per Department
4	South Normanton	Mess left from refuse crew	Street Scene - Refuse	48
		Bulky collection was cancelled		
		Still awaiting replacement lid on burgundy bin		
		Lost bin, can't replace with same size.		
2	Creswell	Bin lorry driving over the front garden		
		Assisted Bin Assessment - Unhappy with outcome of assessment		
10	Bolsover	Missed black bins		
		Bins regularly missed		
		Non Collection - Burg & Green		
		Issues with bins not being emptied		
		Bins are being missed on a regular basis		
		Still awaiting replacement lid on burgundy bin		
		Burgundy side waste not collected		
		Missed and missed again on mop up round		
		Assisted bin missed around 7 times in 3 months		
		No bin collections since move in and paid for bins on 31st October		
1	Langwith	Bin not fully emptied		
5	Shirebrook	Bins regularly missed		
		Bulky collection was cancelled		
		Bin was not fully emptied		
		Not having his bins emptied		
		customer ordered and paid for all 3x bins at the beginning of Nov 22 but has still not received them		
1	Pinxton	Unhappy re refund policy for bulk waste collections		

INFORMAL STAGE 1 COMPLAINTS Q3 OCT – DEC 22/23

No. of reports per parish per Department	PARISH	Informal Complaint Header	Service Area	Total Per Department
1	Carr Vale	Missed bin		
3	Newton	Bins regularly missed		
		No collection due to parked cars		
		Bin collection issues due to parked cars		
3	Whitwell	Wait time for replacement bin		
		Wait time for bin delivery		
		Burgundy bin missed and no mop up over Christmas		
2	Whaley Thorns	Missed Green bin		
		Still awaiting replacement bin		
10	Clowne	Assisted bin not returned to the correct location		
		Collection issues regarding collection wagon. Going over customers grass		
		Bin crew was rude and abusive		
		Black and Burg missed and then black missed again on mop up round		
		Bin not returned in correct place and still awaiting delivery of replacement burgundy bin		
		Issues with servicing of burgundy bin		
		Still awaiting delivery of bins		
		Bin not fully emptied		
		The refuse team put someone else's waste into his bin.		
		Continued issues with bin collection		
1	Westhouses	Bulky collection was cancelled		
1	Langwith Junction	Bin not emptied because it wasn't on kerbside but under customers window, 3 steps away		
2	Hodthorpe	Still awaiting delivery of bins		
		Missed assisted bin and missed again on mop up		
1	Pinxton	Ongoing issues with bin collections		

INFORMAL STAGE 1 COMPLAINTS Q3 OCT – DEC 22/23

No. of reports per parish per Department	PARISH	Informal Complaint Header	Service Area	Total Per Department
1	Barlborough	Not received new bins. Ordered under the wrong address on the 14th November then ordered under right address 6th December.		
1	Scarcliffe	Complaint about Customer advisor not recording their request	Contact Centre	2
1	Whitwell	Wait time to be seen at contact centre		
3	Pinxton	Attitude of contractor	Property Services	3
	Whaley Thorns	Drainage problems on council property		
	Barlborough	Issues with Scaffolding being up after job finished		
1	Clowne	Workman rude towards complainant	Repairs (complaint about a council property)	1
1	Shirebrook	No reply to email sent direct to Env H Officers	Env.Health	2
1	Glapwell	Would like an apology from Env H letter he has received.		
6	OOA	On housing list for three years	Housing	6
	Tibshelf	Altercation with a ranger		
	Shirebrook	Careline alarm not working		
	Shirebrook	Complaint regarding housing needs		
	Bolsover	Unhappy with a Ranger		
	Whaley	Unhappy with how careline responded to him having no heating		
62				62

INFORMAL STAGE 1 COMPLAINTS Q3 OCT – DEC 22/23

No. of reports per parish per Department	PARISH	Informal Complaint Header	Service Area	Total Per Department
7	Bolsover	Unhappy with proposed fence between this property and next doors due to drop.	Housing - Repairs & Maintenance	7
		Rats are getting into the property y through a hole, repairs have been out but it still isn't repairs.		
		Out of hours team arriving late leaving door unlocked		
		Not happy with the response time for communal door		
		Unhappy with electrician who didn't find fault		
		No one attended OOH emergency		
		Without heating for 8 days		
2	Whitwell	Raised repair for drain in June, still not complete		2
2	Tibshelf	OOH not attending until the AM.		2
		Not happy with finish of the door		
1	Shirebrook	Unhappy with OOH repair		1
12				12

OCTOBER - DECEMBER 2022 - Quarterly Informal Complaints Total - CIS & Open	74
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Appendix 3 (D) Complaints by Department 01/10/22 – 31/12/22

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

Q3 Formal Complaints SUMMARY 2022/23					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
OCT	1	Unknown	Requires further information on how the Council processed Planning application: XXXXX	Planning	1
	1	Creswell	Customer not happy the way she was spoken to by Contact Centre staff	Contact Centre	1
	1	Unknown	Hazardous tiles in the leisure areas	Leisure	1
	1	Unknown	Customer reporting unclean garden paths, windows needing repairing and a lack of dropped kerbs. May also come through MP as copied into customers email.	Housing Repair & Maintenance	1
	1	Unknown	Customer is unhappy cannot be treated as a priority case for housing bandings	Housing	1
NOV	1	South Normanton	Customer is not happy that BDC has refused to remove domestic fridges and freezers from his property at XXXXXXXX	Street Scene	1
	1	Newton	why the green bin service has stopped early as the volume of leaves from trees and shrubs is very high	Street Scene	2
	1	Creswell	Customer is on the assisted bin collection list to have their bins collected, Unfortunately they are always complaining has one or the other of their bins gets missed weekly.		
	1	Whitwell	complaint regarding disrepairs on the property	Housing Repair & Maintenance	3
	1	Bolsover	Customer is not happy the engineer working on his property at XXXXXXXX left the panel and boiler still switched on which can leak out chemicals whilst they went to collect new parts		
	1	Blackwell	Customer has moved into a Council property and has had to ring up several times about work/repairs that are supposed be done		
	1	Pinxton	complaint regarding their neighbours and what has happened this past year whilst they have been living at XXXXXXXXXX	Env. Health	3
	1	OOA	Accumulation of waste on private land.		
1	Whaley Thorns	Concerns of a home boarding in Scarcliffe			

Q3 Formal Complaints SUMMARY 2022/23

MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
	1	OOA	Received a court summons letter.	Revenues	1
	1	Scarcliffe	Planning Application complaint 17/00167/FUL	Planning	1
	1	Unknown	Customer is not happy her Daughter is in a lower swimming session for her personal ability.	Leisure	2
	1	Bolsover	Issues regarding their neighbours property at XXXXX	Housing	4
	1	Blackwell	Customer has moved into a Council property and has had to ring up several times about work/repairs that are supposed be done		
	1	Shirebrook	Relative had a fall and unable to get through to the Control Room in order to alert them.		
	1	Pinxton	complaint regarding their neighbours and what has happened this past year whilst they have been living at XXXXXXXXX		
	1	Bolsover	Issues regarding their neighbours property	Legal	1
DEC	1	Creswell	Could BDC Council ensure that drivers using the disabled parking bays at The Arc display a blue badge.	Leisure	2
	1	Unknown	Dangerous car parking at The Arc on a Saturday	Housing	2
	2	Bolsover	Complaint regarding the Ranger who visited the complainant's property. Customer not happy that BDC have sent an article to the Derbyshire Times Newspaper regarding her new bungalow		
	1	Tibshelf	Customer unhappy an out of hours emergency had been reported at night and the Contractor never arrived until the following morning	Housing Repair & Maintenance	4
	1	South Normanton	Customer not happy that she has no hot water or adequate heating.		
	1	Bolsover	Customer called to advise they were stuck at the top of their stairs as the stair lift had broken and they had to wait for over 3 hours for Oban contractor to attend.		
	1	Whaley Thorns	Customer unhappy the housing repairs complaint that was submitted in October and November has not been answered		

Q3 Formal Complaints SUMMARY 2022/23

MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
	1	Bolsover	Customer is in a new build property and has been waiting for their new bins to be delivered for 5 weeks now	Street Scene	1
	1	Creswell	Could BDC Council ensure that drivers using the disabled parking bays at The Arc display a blue badge.	Property Services	1
	1	Whaley Thorns	Customer unhappy the housing repairs complaint that was submitted in October and November has not been answered	Legal	1
					34

Appendix 3 (E) MP Enquiries by Department 01/10/22 – 31/12/22

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

Q3 MP Enquiries SUMMARY 2022/23					
MONTH	No. of reports per parish	PARISH	MP Enquiry Header	Service Area	Numbers Per Department
OCT	1	Bolsover	Concerns about problems that have occurred regarding drainage on their estate	Property & Estates	4
	1	Clowne	MP enquiry regarding the development of the land at the rear of his constituent's property. I have attached XXXX letter to this email.		
	1	Shirebrook	MP enquiry regarding the constituent awaiting potential sale of Land		
	1	Pinxton	MP enquiry regarding a wall which is dangerous and at risk of collapsing around some elderly and vulnerable peoples bungalows on XXXXXXX		
	1	Bolsover	concerns about problems that have occurred regarding drainage on their estate	Planning	3
	1	Clowne	MP enquiry regarding the development of the land at the rear of his constituent's property. I have attached XXXXXX letter to this email.		
	1	Hodthorpe	MP enquiry regarding various issues in Hodthorpe, including reduced parking on Queens Road, overgrown hedges, and keeping the village tidy to improve safety for disabled people, in particularly the blind.		
	1	Pinxton	XX Woodfield Road, Pinxton further information is required whether the garden forms part of this properties lease. Also requires assistance with garden maintenance.	Legal	2
	1	Clowne	MP enquiry regarding the development of the land at the rear of his constituent's property. I have attached XXXXX letter to this email.		
	1	Clowne	Has a large overhanging tree in the garden.	Street Scene	5
	1	Pinxton	XX Woodfield Road, Pinxton further information is required whether the garden forms part of this properties lease. Also requires assistance with garden maintenance.		
	1	OOA	NO RESPONSE REQUIRED. RECORDING FOR INFO ONLY AS XXXXX HAS REPLIED DIRECT. MP enquiry re homemade dog poo bin - which is somewhat overflowing		

Q3 MP Enquiries SUMMARY 2022/23

MONTH	No. of reports per parish	PARISH	MP Enquiry Header	Service Area	Numbers Per Department		
	1	Hodthorpe	MP enquiry regarding various issues in Hodthorpe, including reduced parking on Queens Road, overgrown hedges, and keeping the village tidy to improve safety for disabled people, in particularly the blind.				
	1	Clowne	large cherry trees next to his constituents property at XX High Street, Clowne				
	1	South Normanton	XXXXXX and her daughter, housing situation.				
	1	Unknown	XX Main Street, Scarcliffe which his constituent believes is a generally empty Council property.				
	2	Langwith Junction	MP enquiry regarding a constituents housing situation. unable to apply for a Council house as they have rent arrears	Housing	9		
	1	Shirebrook	No success bidding on properties				
	1	Blackwell	MP enquiry regarding CAN not keeping accurate records when a report is made				
	1	Bolsover	MP Enquiry regarding help for elderly people				
	1	Creswell	anti-social behaviour at the discarded garages				
	1	Glapwell	Deteriorating condition of a property on Back Lane, Glapwell.				
	1	Glapwell	Deteriorating condition of a property on Back Lane, Glapwell.				
	1	Hodthorpe	poor taxi services locally			Env. Health	2
	1	Bolsover	housing repair issues his constituent is having in there Council home			Housing Repair & Maintenance	2
	1	Shirebrook	MP enquiry regarding his constituents request with Bolsover District Council to replaster his Council home.				
NOV	2	South Normanton	regarding parking and anti-social behaviour in the area of Market Close in South Normanton	Housing	9		
			long running neighbour dispute				
			Council house and Anti-Social Behaviour				

Q3 MP Enquiries SUMMARY 2022/23

MONTH	No. of reports per parish	PARISH	MP Enquiry Header	Service Area	Numbers Per Department		
	3	Shirebrook	Problems in Shirebrook. They have been experiencing off road motor bikes being ridden on the streets and through the parks around the town and surrounding areas				
			Progress on his constituents housing application and care at home				
			Noise complaint at XXXXXX				
	3	Clowne	Constituent does not meet the criteria for priority for a Council bungalow.				
			Insulation support from BDC for his constituent who lives at XXXXXXXX.				
			raising various concerns with his Council Bungalow at XXXXXXXXX				
	1	Langwith Junction	reports of anti-social behaviour in his constituents neighbourhood				
	1	Creswell	Concerns about the chimneys above fires in Creswell and the impact that people's burning of different materials in their home fireplaces has on the air quality in the village.			Env.Health	3
	1	Shirebrook	Noise complaint				
	1	South Normanton	long running neighbour dispute				
2	Clowne	Insulation support from BDC for his constituent who lives at XXXXXXXX.	Housing Repair & Maintenance	3			
		raising various concerns with his Council Bungalow at XXXXXXXXX					
1	South Normanton	Council house and Anti-Social Behaviour					
2	Langwith Junction	the state of the connecting road between his constituents housing estate	Planning	5			
		reports of anti-social behaviour in his constituents neighbourhood					
1	Bolsover	public parking issues in Hillstown					
1	Shirebrook	a better pedestrian route being installed between Shirebrook and Pleasley					
1	South Normanton	regarding parking and anti-social behaviour in the area of Market Close in South Normanton					
1	Clowne	regarding the state of the paths on Ridgeway in Clowne	DCC	1			
1	Clowne	Council Tax issues.	Revenues	2			

Q3 MP Enquiries SUMMARY 2022/23

MONTH	No. of reports per parish	PARISH	MP Enquiry Header	Service Area	Numbers Per Department
	1	South Normanton	Council Tax bill for December where constituent has noticed a substantial increase from his November bill		
	1	Bolsover	Concerns about damp in the home that they wish to purchase through Right To Buy. They advise they wish to now put the purchase on hold	Legal	1
	1	Bolsover	public parking in Hillstown	Economic Development	1
	1	Langwith Junction	reports of anti-social behaviour in his constituents neighbourhood	Strategic & Development Director	1
DEC	1	Shirebrook	Constituent who really needs a place to stay and is happy to accept a one-bedroom or even a half-way house.	Housing	2
	1	Shuttlewood	Rent arrears on their Council Property		
	1	Barlborough	would not be able to collect the rubble and advised constituent to contact Trusted Traders	Contact Centre	7
	2	South Normanton	Please see attached MP Enquiry regarding his constituent who has been trying for some time to get the Valuation Office to look again at the council tax banding they have been placed in.		
			concerned about a proposed development for 61 houses off Red Lane in South Normanton		
	1	Bolsover	Concerned about damage to his roof		
	2	Clowne	Regarding housing application for a bungalow		
			Concerns regarding the state of the paths on Ridgeway in Clowne.		
1	Whitwell	Exposed to extreme air pollution every day which is harmful to their health.			
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Appendix 3 (F) Internal Review by Department 01/10/22 – 31/12/22

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

Q3 Internal Review SUMMARY 2022/23					
MONTH	No. of reports per parish	PARISH	Internal Review Header	Service Area	Numbers Per Department
OCT	0				0
NOV	0				0
DEC	1	Stanfree	Planning application complaint.	Planning	1
	1	Clowne	Requested for CCTV to be viewed.	Leisure	1
					2