

Bolsover District Council

Meeting of the Customer Services Scrutiny Committee on 19th June 2023

**Customer Service Standards/ Compliments, Comments and Complaints
Report 2022/23 1st January 2023 to 31st March 2023 and Annual Summary**

Report of the Portfolio Holder for Health & Wellbeing

Classification	This report is Public
Report By	<p>Pam Brown Director for Executive, Customer Services, Communications, Governance and Partnerships</p> <p>Telephone: 01246 242499 Email: Pam.Brown@bolsover.gov.uk</p>
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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 January 2023 to 31st March 2023
 - 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) Telephony via option 2 and 3 (01246 242424)

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

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

Cumulatively performance is 81% 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 93% for quarter 4.

Cumulatively performance is 93% over 2022/23, which exceeds the target of 78%.

2.1.2 Contact Centres (Appendix 1) Telephony via option 5 (01246 242424)

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

Contact Centres achieved 84% for quarter 4.

Cumulatively performance is 75% over 2022/23 which has met the target of 75%.

E-mails

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

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

For this reporting period, 1st January 2023 to 31st March 2023:

- 9,250 email enquiries (in Q4) 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 Q4.

2022/23 There were more e-mails (31,191) compared to (26,018) in 2021/22 and this continues to be a popular method of contact.

Live Chat

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

Contact Centres achieved 91% for quarter 3.

Cumulatively performance is 92% over 2022/23 which is above the target of 75%.

2.1.3 Corporate Telephone Standard (Appendix 2)

Q3 & Q4 Data shows additional column showing the total received calls to the authority (direct dial internal/external not via 01246 242424)

Target - 93% to be answered within 20 seconds

Appendix 2 shows the performance for Q4 1st January 2023 and 31st March 202 quarterly period.

The report identifies Quarter 91% 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 and Joint ICT.

Cumulatively performance is 87% for 2022/23 which is below target of 93%.

Target – 5% Unanswered Calls (Abandoned)

Appendix 2 shows the performance Q4 1st January 2023 and 31st March 202 quarterly period.

The report identifies Quarter 4 13% of all 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 the target.

Cumulatively performance is 12% 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 **44** written compliments were received during Q4 1st January to 31st March 23023. Compliments were received from customers who appreciated excellent service.

Comments

Appendix 3 (B) shows the number of written comments received for the period Q4 1st January to 31st March 2023, **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 **89** complaints were recorded on the Customer Information System (80) and Open Housing Repairs system (9) for the period Q4.

88% of which were responded to within our customer standard of 3 working days.

Formal Investigation (stage two)

Appendix 3 (D, E) shows the number of Formal Investigation complaints and M.P. enquiries received by department, **44** formal complaints Q4 1st January to 31st March 2023 and **61** M.P. enquiries during this same period.

88% Formal complaints and 99% M.P. enquiries were responded to within our customer service standard of 15 working days.

Internal Review (stage three)

Appendix 3 (F) shows the number of stage three complaints received for the period by department. These are complainants who have already made a stage two complaint and still feel dissatisfied. During this period **6** stage three complaints were received 4 of which, 67% were responded to within the standard of 20 working days.

Ombudsman

No Ombudsman complaints have been received for Q4.

Summary for 2022/23

The following table provide a summary of performance for compliments, comments and complaints for 2022/23, with comparative data from previous years.

Volume and Performance

Volume by type	2022/23 Total	2021/22 Total	2020/21 Total	2019/20 Total
Compliments	160	187	228	273
Comments	24	23	97	55
M.P. Enquiries	235	126	28	Data not recorded
Stage 1 Informal Complaints (S1)	311	447	217	205
Stage 2 Formal Complaints (S2)	116	117	175	208
Stage 3 Internal Review Complaints (S3)	27	39	35	41
Total	873	938	563	782
% Comments acknowledged within standard (target 3 working days)	100%	100%	100%	100%
% Stage 2 responded to within standard (target 97%)	88%	91%	94%	96%
Average response in days (target 15 working days)	10	11	10	13
% Stage 3 responded to within standard (target 100%)	92%	82%	94%	88%
Average response in days (target 20 working days)	18	16	16	19

When comparing 2022/23 to the previous year of 2021/22, the following is noted:

- There were slightly fewer written compliments
- We have received slightly more comments
- We have received slightly less frontline resolution (S1) complaints
- Received a similar amount of formal investigation (S2) complaints and an increase in M.P. enquiries
- Received slightly less internal review (S3) complaints

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

A separate report is submitted for Local Government & Social Care Ombudsman and the Housing Ombudsman Service complaints.

Complaints Feedback

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

Due to the decline of formal investigations (S2) % response time, service areas to be reminded of the CCC Policy and response timeframes.

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 M Dooley Portfolio Holder for Health & Wellbeing

IMPLICATIONS:

Finance and Risk: Yes ☐ No ☒

Details:

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

On behalf of the Section 151 Officer

Legal (including Data Protection): Yes ☐ No ☒

Details:

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

On behalf of the Solicitor to the Council

Environment:

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

Details:

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

Staffing: Yes ☐ No ☒

Details:

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

On behalf of the Head of Paid Service

DECISION INFORMATION

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

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

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

Links to Council Ambition: Customers, Economy and Environment.
Promoting equality and diversity and supporting vulnerable and disadvantaged people

DOCUMENT INFORMATION

Appendix No	Title
1.	Customer Service Standards monitoring 2022/23
2.	Telephony performance 2022/23
3.	Compliments, Comments and Complaints: A. Compliments by department 01/01/23 – 31/03/23 B. Comments by department 01/01/23 – 31/03/23 C. Frontline resolution complaints by department 01/01/23 – 31/03/23 D. Formal Investigation complaints 01/01/23 – 31/03/23 E. M.P Enquiries 01/01/23 – 31/03/23 F. Internal Review complaints by department 01/01/23 – 31/03/23

Background Papers
None

APPENDIX 1 – Customer Service Standards Monitoring 01/04/22 – 31/03/23

Key Customer Service Standards - Performance Monitoring - 2022/2023															
	Telephone Standards						E-mail Standards			Live Chat		Written Complaints			
Period	No. of Incoming Calls Answered	% Calls Answered within 20 Seconds	No. of Incoming Calls Answered - Contact Centres	% Calls Answered within 20 Seconds - Contact Centres	% Calls Answered within 20 Seconds - Revenues	% 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%	92%	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%	2,427	92%	67	80%	174	89%
January to March	23,482	95%	19,622	84%	84%	93%	9,250	100%	99%	922	91%	44	88%	61	99%
Quarter 4 Cumulative	94,746	92%	74,470	75%	81%	93%	31,191	100%	99%	3,349	92%	111	82%	235	92%

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

2022/23 Q1 & Q2 Oct - Mar Target - 93% Answered within 20 seconds Target - 5% Abandoned Calls	Q1					Q2				
Department (by directorate)	Total Calls Answered	Total Calls Answered within 20s	% Answered within 20s	Abandoned /Lost calls	% Abandoned calls	Total Calls Answered	Total Calls Answered within 20s	% Answered within 20s	Abandoned /Lost 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.: 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% Answered within 20 seconds Target - 5% Abandoned Calls	Q3						Q4					
Department (by directorate)	Total Calls Received	Total Calls Answered	Total Calls Answered within 20s	% Answered within 20s	Abandoned /Lost calls	% Abandoned calls	Total Calls Received	Total Calls Answered	Total Calls Answered within 20s	% Answered within 20s	Abandoned /Lost calls	% Abandoned calls
Resources												
Directors	63	58	57	98%	5	8%	9	8	8	100%	1	11%
Contact Centre Managers	305	213	207	97%	92	30%	159	128	127	99%	31	19%
Joint Environmental Health	0	0	0	0%	0	0%	0	0	0	0%	0	0%
Joint ICT	1415	1278	1139	89%	137	10%	1339	1263	1124	88%	76	6%
Finance	341	337	336	99%	4	1%	353	338	335	99%	15	4%
Procurement	59	44	40	90%	15	25%	99	78	73	93%	21	21%
Leisure	1412	1137	1106	97%	275	19%	1602	1251	1199	95%	351	6%
Revenues & Benefits	8438	8410	7197	85%	28	0%	10173	10151	8782	86%	22	0%
Street Scene Services	2009	1788	1699	91%	221	11%	2054	1883	1787	92%	171	8%
Housing & Community Safety	3353	2776	2513	91%	577	17%	2961	2533	2317	91%	428	14%
Total	17395	16041	14294	84%	1354	12%	18749	17633	15752	84%	1116	9%
Strategy & Development												
Directors	156	141	125	95%	15	10%	7	4	4	100%	3	43%
Communications	63	59	59	100%	4	6%	104	98	96	97%	6	6%
Leader's Office & Partnership	151	111	106	95%	40	26%	116	90	87	96%	26	22%
Legal, Governance, Scrutiny & Elections	306	282	281	100%	24	8%	463	373	361	97%	90	19%
Housing Repairs	4005	3632	3340	91%	373	9%	3591	3328	3007	90%	263	7%
HR, Payroll & Health & Safety	586	488	483	99%	98	17%	65	262	255	98%	50	32%
Property & Commercial Services	1104	1013	997	99%	91	8%	854	794	771	97%	60	7%
Joint Performance	113	99	99	100%	14	12%	143	133	133	100%	10	7%
Planning	754	721	670	94%	33	4%	710	693	669	96%	17	2%
Economic Development	65	54	53	98%	11	17%	90	74	72	97%	16	18%
Total	7303	6600	6213	97%	703	12%	6143	5849	5455	97%	541	16%
Overall Total	24698	22641	20507	90%	2057	12%	24892	23482	21207	91%	1657	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												

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

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

Q4 COMPLIMENTS - SUMMARY 2022/23					
MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department
JAN	1	Creswell	Customers daughter would like to thank the Customer Advisor in the Contact Centre for arranging a visit and the Housing Repairs staff member for attending her mums property to repair the door lock.	Housing Repairs & Maintenance	1
	1	Creswell	Customers daughter would like to thank the Customer Advisor in the Contact Centre for arranging a visit and the Housing Repairs staff member for attending her mums property to repair the door lock.	Contact Centre	5
	3	Bolsover	Customer would like to say thank you the Customer Advisor they spoke to on the 16th January 2023 as they were most helpful dealing with their query.		
			Customer would like to thank the Contact Centre staff member who helped with a housing repair issue at their property.		
			Customer would like to thank the Contact Centre staff member who helped with a housing repair issue at their property.		
	1	OOA	Customer would like to say a big thank you to all the Customer Advisors, as they are always so patient and helpful.		
	1	Creswell	Customer would like to say a massive thank you to the workmen who fitted new radiators at their property.	Housing Repair & Maintenance	3
	1	Pinxton	Customer would like to pass thanks onto the repairs department for all their help in sorting out a handrail at his property.		
	1	South Normanton	Customer advised that the work man who came to look at the central heating system was a lovely young man, who was very friendly and polite.		
	2	OOA	Customer would like to thank the Development Management team for handling their pre application and RM application in such a professional and timely manner.	Planning	2
			The Director of XXXXXX would like to thank the Planning department for their help and support in 2022.		
	1	Clowne	Customer called on the 17th January 2023 to say that the workmen who came to investigate why there was no heating at the property were fantastic.	Property & Estates	1

Q4 COMPLIMENTS - SUMMARY 2022/23

MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department
	1	Clowne	Customer would like to say thank you to the bin crew who emptied their bins.	Street Scene	1
FEB	1	Bolsover	Customer wanted to thank an advisor for her help with a Housing Application. The advisor was absolutely lovely and really helpful. Requested to see same advisor when she brings in her proofs.	Contact Centre	3
	2	Whitwell	I just wanted to feedback to you how amazing one of your staff is. I called today about a pest control problem and she was so helpful and friendly. I think I have also spoken to her before and she was also the same then. It makes a change for people nowadays to be helpful and caring about their jobs. In the days where everyone seems to complain about everyone and everything I would be grateful if this feedback could be passed to their managers so they can see what an asset she is.		
			Customer praised the staff at the Council who he has come into contact with in regards to the process of applying for a Council Property; the customer expressed how everyone he has contacted has been very helpful in both Customer Services and the Housing Department.		
	1	Whitwell	Customer praised the staff at the Council who he has come into contact with in regards to the process of applying for a Council Property; the customer expressed how everyone he has contacted has been very helpful in both Customer Services and the Housing Department.	Housing	1
	1	Blackwell	Customer would like to thank the plumber that attended their property on the 27th February 2023. Customer advised the plumber did a wonderful job.	Housing Repairs & Maintenance	3
	1	Shirebrook	Customer would like to thank the heating engineer who attended their property on 31st January 2023.		
	1	South Normanton	Customer would like to thank the repairs team for the prompt turnaround in replacing their toilet. The workmen were really polite, friendly and nothing was too much trouble.		
	1	Bolsover	Customer would like to commend the refuse team for their ability to drive down and service the bins on XXXXXX without hitting or damaging any cars.	Street Scene	3

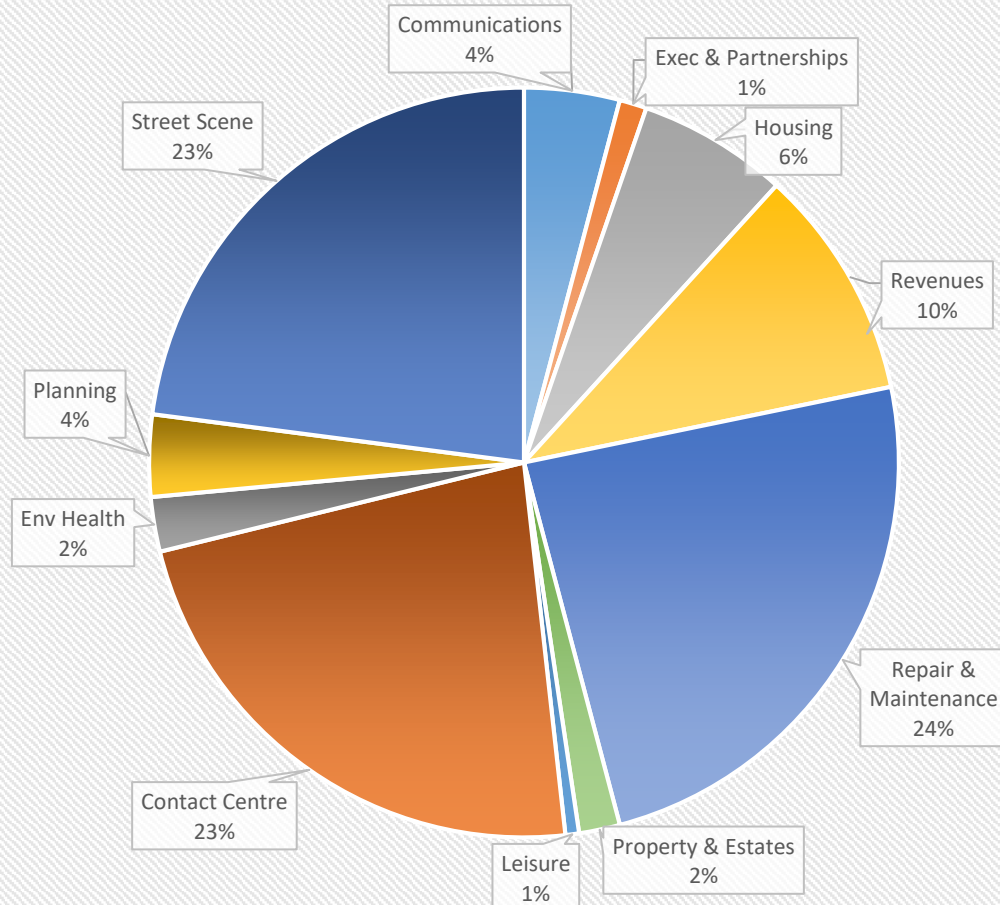
Q4 COMPLIMENTS - SUMMARY 2022/23

MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department
MARCH	2	Newton	Customer would like to thank the bin crew for collecting their bin on 8/02/23 from their new collection point.		
			Customer would like to say thank you so much to the bin crew for today's efforts at getting down the street and getting all the bins emptied. He said he normally complains that they haven't been so wanted to give some positive feedback. He said they did an amazing job at getting down the tight street as cars usually park incorrectly and they struggle to get all the way down.		
	1	Clowne	Customer would like to thank the Benefits department for their help.	Benefits	2
	1	Unknown	Customer would like to thank the Benefits department for resolving an error on their account immediately.		
	1	Unknown	Customer advised he enjoys watching Bolsover TV every Friday.	Communications	1
	1	Creswell	Customer used Livechat & comment was "thank you, you have been amazing.	Contact Centre	4
	1	Newton	On behalf of XXXXX and myself, I just wanted to drop you a line to say "thank you". Thank you for your help, advice, patience and understanding with our application, it has been greatly appreciated by us both.		
	2	South Normanton	Customer would like to thank the Customer Advisor that helped with their out reach referral for them and also assisted with their finances.		
			Customer would like to thank the Customer Advisor at South Normanton Contact Centre for helping them with their Council Tax concerns.		
	1	New Houghton	Customer would like to thank the Community Action Ranger for making them feel safer in their property.	Housing	1
	1	Barlborough	Customer would like to say thankyou to the 2 workmen XXXXX & XXXXX for the housing repairs undertaken at their property.	Housing Repairs & Maintenance	6
	2	Clowne	Customer would like to thank the BDC workman who attended their property on the 28th February 2023 to service their gas boiler. The Customer advised the workman was friendly and polite.		
			Customer would like to thank the repairs man who attended their property on 14th March 2023		

Q4 COMPLIMENTS - SUMMARY 2022/23

MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department
	1	Creswell	Customer would like to thank the housing repairs worker who attended their council property to change a light fitting		
	1	South Normanton	Customer would like to thank Evendine and BDC Housing Repairs for undertaking work promptly at their property.		
	1	Tibshelf	Customer would like to thank the Council's Repairs Co-ordinator and Councils contractors for arranging and undertaking works to erect a fence at their property.		
	1	Clowne	Customer would like to thank the Council for keeping increases to Council tax to such a low level.	Revenues	1
	1	All District Areas	Councillor XXXXX would like to thank the Refuse Crew for achieving so much in the bad weather.		
	1	Clowne	Customer at XXXXX would like to say how wonderful the bin crew were on the 15th March 2023		
	2	Newton	Customer would like to thank the Street Scene worker that was out with the Road sweeper in the village of Newton on the morning of the 20th March 2023		
			Customer would like to thank the Street Scene department workers who have cleaned the roads in Newton on 23rd March 2023.	Street Scene	8
	1	OOA	Customer would like to thank the Street Scene department for being helpful with general litter and fly tipping.		
	2	Shirebrook	Customer would like to pass on her thanks to the Street Scene Coordinator for dealing with the dangerous tree on the rear of their property so quickly.		
			Customer would like to thank the grounds maintenance team that attended their property to carry out grounds maintenance work.		
	1	Tibshelf	Customer called to thank the refuse department for replacing their broken bin.		
					46

Compliments 2022/23

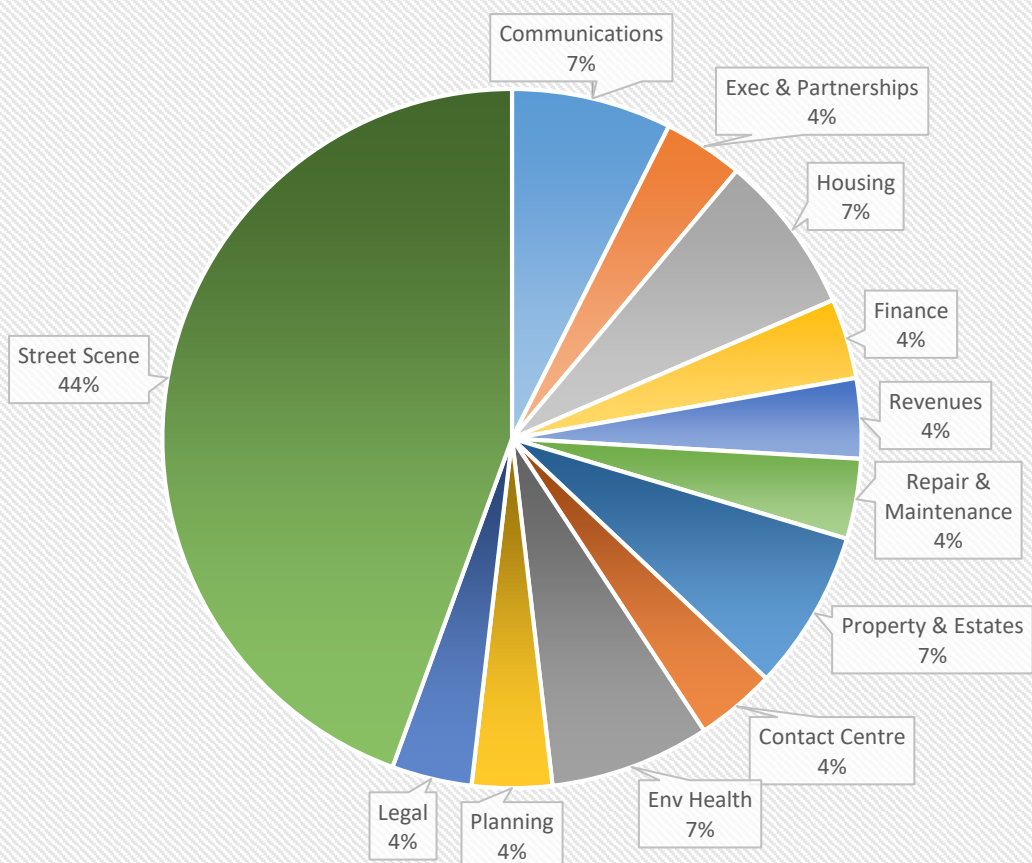


Appendix 3 (B) Comments by Department 01/01/23 – 31/03/23

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

Q4 COMMENTS SUMMARY 2022/23					
MONTH	No. of reports per parish	PARISH	Comment Header	Service Area	Numbers Per Department
JAN	1	Hodthorpe	Customer has suggested CCTV cameras need to be installed in the area of Hodthorpe as there is a serious situation with dog fouling and teenagers committing Anti-Social Behaviour.	Street Scene	1
	1	Tibshelf	Customer suggested BDC should offer community skips for bulky waste items.	Street Scene	1
	1	Hodthorpe	Customer has suggested CCTV cameras need to be installed in the area of Hodthorpe as there is a serious situation with dog fouling and teenagers committing Anti-Social Behaviour.	Community Safety	1
	1	Hodthorpe	Customer has suggested CCTV cameras need to be installed in the area of Hodthorpe as there is a serious situation with dog fouling and teenagers committing Anti-Social Behaviour.	Communications	1
	1	Bolsover	Customer commented the general public should not have to report road conditions to Derbyshire County Council. He stated that road conditions should be reported by BDC staff and Councillors.	CEO Office	1
FEB	1	Newton	Customer made a comment regarding illegal migrants entering the UK.	Housing	1
	1	Pleasley	Change the automated recorded message when customers telephone the Council to report missed bins etc.	Contact Centre	1
MAR	1	Newton	Comment from the Customer regarding the Road Sweeper used by BDC.	Street Scene	1
	1	South Normanton	Regarding the In Touch Magazine.	Communications	1
					9

Comments 2022/23



APPENDIX 3 (C) – (S1) Frontline Resolution Complaints by Department 01/01/23 – 31/03/23

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

MONTH / YEAR	No. of reports per parish per Department	PARISH	Q4 FRONTLINE RESOLUTION COMPLAINTS	Service Area	Numbers Per Department
JAN	1	Bolsover	Unhappy with lack on contact from Housing needs	Housing	3
	1	Creswell	Unhappy with HNO		
	1	Hillstown	Not happy with Warden service		
	2	Bolsover	Still waiting for a delivery of bins for a new build property.	Street Scene - Refuse	21
			Bin not returned to correct location		
	4	Clowne	Continually missed bins		
			Still awaiting delivery of bins		
			Still awaiting delivery of burgundy bin		
	3	Creswell	Bulky not collected		
			Continually missed bins		
			Black bin missed on normal route then on mop up twice		
	1	Newton	Bin missed and then missed on mop up		
	3	Pinxton	Missed collection		
			Domestic waste to commercial waste bins		
			Bin not returned to correct location		
	2	Shirebrook	Bin missed and then missed on mop up		
			Assisted bin collection issues		
	3	South Normanton	Customer not happy that her bulky collection was not collected and didn't get a response from Refuse regarding her phone call on 3/1/23		
			Self service doesn't state that we can't collect from commercial properties, bulky has been cancelled		
			Item not permitted on a bulky collection and no recycling centres nearby		

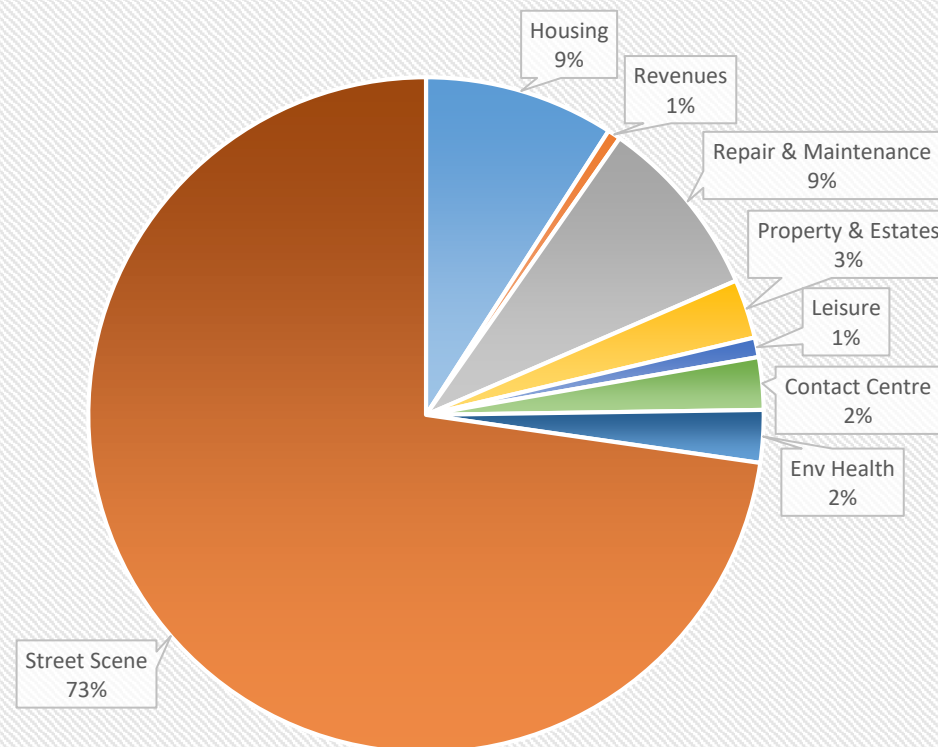
MONTH / YEAR	No. of reports per parish per Department	PARISH	Q4 FRONTLINE RESOLUTION COMPLAINTS	Service Area	Numbers Per Department
	1	Stony Houghton	Missed on normal route and mop up		
	2	Tibshelf	Refuse driver coming too early in his own car		
			Non-collection of bin as wheel missing, present 3 bags on mop up round and not collected		
	1	Whitwell	Issues with clinical collections	Repairs	4
	1	Blackwell	Workman left a mess when fixing/cleaning the gutter		
	2	Bolsover	Unhappy with recent repair, follow on for another job not completed		
		Bolsover	Ongoing issues with electric communal door		
FEB	1	Creswell	Ongoing issues with water pressure		
	1	Pinxton	Not happy with temporary accommodation	Housing	1
	1	Barlborough	Customer is not happy with recycling in the arc and disabled parking	Leisure	2
	1	Clowne	Football players disturbing children's sleep		
	1	Alfreton	Both bins are still being missed	Street Scene	21
	2	Barlborough	Bins are regularly missed		
			Issues with missed bins		
	4	Bolsover	Black and burgundy bins being missed		
			Both bins continually missed on normal route and mop up route since January.		
			Continued issues with assisted burgundy bin collections		
			Ongoing issues with burgundy bin not being serviced		
	1	Clowne	Repeated missed bins		
	1	Elmton	Hessian bag continually going missing on collection day		
	1	Hardstoft	Issues with missed bin		
	1	Langwith Junction	Never received green bin which had been ordered		

MONTH / YEAR	No. of reports per parish per Department	PARISH	Q4 FRONTLINE RESOLUTION COMPLAINTS	Service Area	Numbers Per Department
	1	Oxcroft	Ongoing issues with black bin not being serviced		
	1	Palterton	Customer moved into a new build property in December and still has not received any of the bins		
	1	Pinxton	Tall trees in Pinxton		
	1	Pleasley	Fly tipping in a car park which hasn't been collected		
	3	Shiebrook	Bin missed, customer is not happy that we only do a mop up collection once a week.		
			Customer struggles with his garden maintenance as he is disabled. His daughter is a carer for him and he has been refused assisted gardening as she lives in a 3 miles radius. She has 3 children and does other tasks for him too so she can't do the garden maintenance. He said he has tried to get a resolution for this before but we haven't assisted him.		
			Customer is not happy his bin has been replaced with a smaller bin		
	1	Shuttlewood	Assisted bin being missed		
	1	Tibshelf	Awaiting delivery of bins, can't give a timescale as vehicle has broken down		
	1	Whitwell	Repeated missed bins		
MAR	1	Barlborough	Unhappy that repair has been rescheduled to another day	Repairs	1
	1	Newton	Not happy about long wait times at The Hub contact centre	Contact Centre	1
	1	Bolsover	Behaviour from Pest Control operative	Environmental Health	2
	1	South Normanton	Landlord disrepair isn't getting any further		
	1	Blackwell	Ongoing issues with neighbours	Housing	3
	1	Creswell	Untidy garden taking too long to clear		
	1	South Normanton	Customer was unaware a support charge was included in her rent since July 2020.		

MONTH / YEAR	No. of reports per parish per Department	PARISH	Q4 FRONTLINE RESOLUTION COMPLAINTS	Service Area	Numbers Per Department
	1	Langwith Junction	Customers toilet has been blocked for two days	Property & Estates	4
	1	Pinxton	Lack of communication regarding a leak		
	1	Shirebrook	Workmen from a development parking dangerously		
	1	Whitwell	Long wait for a new kitchen		
	1	Clowne	Noise coming from a void property	Repairs	1
	4	Bolsover	Issues with assisted collections	Street Scene	21
			No bin collection since December		
			The refuse crew are disturbing residents at 6am		
			Ongoing issues with assisted collection of residents black bin		
	1	Clowne	Bin has been missed three times in the last three months		
	1	Hilcote	Assisted bins not being collected.		
	1	Hodthorpe	Ongoing issues with assisted bin		
	1	Langwith Junction	Customer bin wheel was missing between her putting out and collecting it back, crew refuse sto empty the bin.		
	1	New Houghton	Bulky not collected		
	1	Newton	Ongoing issues with vehicles blocking access for the bin lorry		
	2	Oxcroft	Assisted bins not being collected.		
			Missed black bin twice in a row		
	1	Pinxton	Bin missed more than 3 times in 3 months		
	1	Pleasley	Waiting months for a replacement bin		
	5	Shirebrook	Not happy with the ivy in back garden and lack of fence		
			Bulky waste not collected		
			Missed burgundy bin and missed burgundy bin on mop up		
			Still awaiting bin delivery from October 2022		
			Both bins haven't been collected on normal collection and on the mop up collection.		

MONTH / YEAR	No. of reports per parish per Department	PARISH	Q4 FRONTLINE RESOLUTION COMPLAINTS	Service Area	Numbers Per Department
	2	Whitwell	Still awaiting delivery of green bin		
			Burgundy bin being left 20-30 yards away from customers house		
	1	Clowne	Customer has waited 5 weeks for a job to be logged for bay window.	Repairs	4
	1	Doe Lea	Unhappy with the mess left by the contractors	Repairs	
	1	Shuttlewood	Not happy with the inspectors attitude	Repairs	
	1	Tibshelf	Unhappy with how the workmen spoke about the property	Repairs	
					86

Informal Complaints (S1) 2022/23



Appendix 3 (D) (S2) Complaints by Department 01/01/23 – 31/03/23

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

Q4 Formal Complaints - SUMMARY 2022/23					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
JAN	1	New Houghton	Not happy how they were spoken to by Contact Centre Staff when reporting their toilet was blocked and also not happy they have been waiting 13 weeks for Housing repairs to be completed on their Council property.	Contact Centre	1
	1	Pinxton	Customer is not happy that we are not involving LGBTQ members in our Equality Panel.	Executive Team	1
	1	Bolsover	Customer advised they have been bidding for over a year for a bigger property and are not happy as every time they call BDC housing the department advises they will have to keep bidding and wait their turn.	Housing	4
	1	New Houghton	Not happy with an England Flag flying too high in their neighbours garden		
	1	OOA	Customer is not happy that they are still receiving invoices for their late father's panic alarm. They advise all amounts owed have been cleared.		
	1	South Normanton	Not happy that they have been bidding on properties for the past 3 years and have not been rehomed and now they are also struggling to pay rent on their current Council Property.		
	1	Bolsover	Customer is not happy they had a housing repair booked on 17th January 2023. They waited in all day but no workmen turned up and they were not notified that the repairs had been cancelled.	Housing Repair & Maintenance	4
	1	Langwith Junction	Response time not acceptable for Electrical Issues.		
	1	New Houghton	Not happy how they were spoken to by Contact Centre Staff when reporting their toilet was blocked and also not happy they have been waiting 13 weeks for Housing repairs to be completed on their Council property.		
	1	Tibshelf	Not happy with housing repairs undertaken at their property.		

Q4 Formal Complaints - SUMMARY 2022/23

MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
	1	Langwith	Customer is not happy that they have attempted several times to join the Go Active facilities both face to face and online and have unfortunately been unable to.	Leisure	1
	1	Pinxton	Customer is not happy that we are not involving LGBTQ members in our Equality Panel.	Performance	1
	1	Bolsover	Customer is not happy how long it has taken to resolve heating problems they had at their property.	Property & Estates	1
	1	Barlborough	Customer is not happy that they paid for new refuse bins 8 weeks ago, but have still not been delivered to their property.	Street Scene	2
	1	South Normanton	Councillors Constituent not happy with the decision made by BDC regarding XXXXXXXX residents having to carry their own household waste to trade waste bins.		
FEB	1	Barlborough	Customer is not happy regarding the litter and Anti-Social Behaviour in the Barlborough area.	Environmental Health	1
	1	OOA	Correspondence from DCC Social Care on behalf of a BDC Tenant.	Housing Repair & Maintenance	1
	1	Barlborough	Customer is not happy regarding the litter and Anti-Social Behaviour in the Barlborough area.	Community Safety	1
	1	Whitwell	Customer is not happy that Social Services have been contacted.	Environmental Health	1
	1	Clowne	Customer is not happy that the Enforcement team tried to gain unauthorised access.	Housing	3
	1	New Houghton	Customer is not happy that their neighbours England flag is flying over their property.		
	1	OOA	Correspondence from DCC Social Care on behalf of a BDC Tenant.		
	2	Shirebrook	Customer is upset the Council has refused to fit a new gas cooker at their Sisters property.	Housing Repair & Maintenance	2

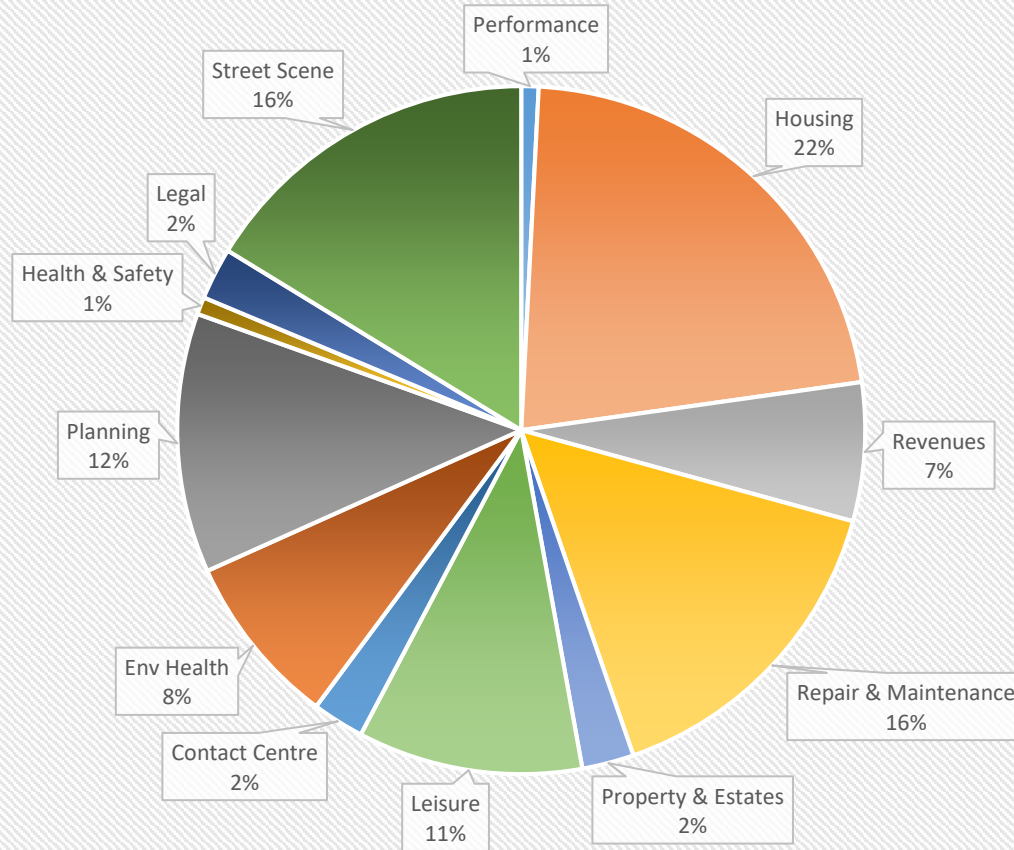
Q4 Formal Complaints - SUMMARY 2022/23

MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
			Customer is not happy with the electrician that attended their property on 20th February 2023.		
	1	Clowne	Customers children are being disturbed by noise from a football pitch.	Leisure	3
	1	OOA	Customer is not happy that we haven't informed her that our class booking application has changed.		
	1	Unknown	Customer is not happy with the parking at the Arc on a Saturday.		
	1	OOA	Customer is not happy that he needs to pay for a camera to be put into his taxi.	Licensing	1
	1	Barlborough	Customer is not happy regarding the litter and Anti-Social Behaviour in the Barlborough area.	Street Scene	4
	1	Bolsover	Customer is not happy that his burgundy bin is constantly missed.		
	2	Clowne	Customer is not happy that rubbish has been left all over the road.		
			Customer is not happy that their bin has not been emptied since 4th January 2023.		
March	1	Hodthorpe	Customer is not happy that they have been placed on the EPR register and also been issued a letter from the Health & Safety department.	Environmental Health	2
	1	Whitwell	Residents of XXXXX, Whitwell have raised concerns with regards to Planning Application Ref: XXXXX.		
	1	Hodthorpe	Customer is not happy that they have been placed on the EPR register and also been issued a letter from the Health & Safety department.	Health & Safety	1
	1	Glapwell	Customer advised she would like to make a formal complaint with regards to the attitude and disrespect herself and her Mother has received from BDC Tenancy Management Officer.	Housing	2
	1	Shirebrook	Customer is not happy she has received another invoice for their Mother's Careline service which has been cancelled.		
	1	Bolsover	Customer is not happy that they have been blamed by the Housing Repairmen of causing damage to a water pipe in their property.	Housing Repair & Maintenance	1

Q4 Formal Complaints - SUMMARY 2022/23

MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
	1	Glapwell	Customer is not happy with the situation on XXXXXX.	Legal	1
	1	Creswell	Customer advised her Son was punched by another child at the holiday club in February half term and is not happy the coaches did not listen to her sons concerns.	Leisure	1
	1	Barlborough	Customer is unhappy with the lighting on the development on XXXXX.	Planning	4
	1	Pinxton	Customer is not happy that planning application Ref XXXXX was granted.		
	1	Shuttlewood	Customer is not happy with the lack of parking on XXXXX.		
	1	Whitwell	Residents of XXXXX, Whitwell have raised concerns with regards to Planning Application Ref: XXXXX.		
	1	Bolsover	Customer is not happy that he has been given incorrect information regarding his Council tax and Benefits.	Revenues	4
	1	Creswell	Customer complaint regarding their Council Tax payments.		
	1	Pinxton	Customer is not happy that they have been waiting over 12 weeks to hear about their claim for Business rates relief.		
	1	Shirebrook	Customer not happy her Council Tax payments have gone up		
	1	Bolsover	Customer is not happy that their hessian paper recycling bags are being thrown into the burgundy bin collection lorry	Street Scene	1
					49

Formal Complaints (S2) 2022/23



Appendix 3 (E) MP Enquiries by Department 01/03/23 – 31/03/23

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

Q4 MP Enquiries SUMMARY 2022/23					
MONTH	No. of reports per parish	PARISH	MP Enquiry Header	Service Area	Numbers Per Department
JAN	1	Creswell	Moving from their current Council house as their ex partner is harassing them.	Community Safety	2
	1	Whitwell	Request to re housed due to a long running dispute with their neighbour.		
	1	Clowne	Regarding a constituents Housing Application.	Contact Centre	3
	1	Glapwell	Regarding a recycling bin.		
	1	Shuttlewood	Neighbours smoking Cannabis.		
	1	South Normanton	Concerned by the volume of rubbish on land at the entrance to South Street Recreation Ground.	Environmental Health	2
	1	Bolsover	Concerns of an overgrown garden near to their constituents property		
	1	Clowne	Constituent raised concerns regarding constituents sons housing situation.	Housing	6
	1	Shirebrook	Housing application with BDC.		
	2	Whitwell	Regarding his constituents concerns about damp and mould in their Council property.		
			Request to re housed due to a long running dispute with their neighbour.		
	2		Council house, housing repairs concerns.		
			Moving from their current Council house as their ex partner is harassing them.		
	2	Bolsover	Council house, housing repairs concerns.	Housing Repair & Maintenance	5

Q4 MP Enquiries SUMMARY 2022/23

MONTH	No. of reports per parish	PARISH	MP Enquiry Header	Service Area	Numbers Per Department
			Regarding housing concerns with BDC.		
	1	Clowne	Regarding repairs that have not been carried out at the property despite them contacting the Council and being advised repairs would be undertaken.		
	1	Pinxton	Regarding concerns about a footpath which has a lack of drainage and runs alongside the constituents home causing damp in their property		
	1	Whitwell	Regarding his constituents concerns about damp and mould in their Council property.		
	1	Glapwell	Regarding the constituent receiving an enforcement notice.	Legal	1
	1	Bolsover	Regarding Taxi Drivers having to pay for CCTV in their cabs.	Licensing	1
	1	Bolsover	Regarding housing concerns with BDC.	Property & Estates	3
	1	Langwith Junction	Regarding the Warm Home Discount.		
	1	Pinxton	Regarding concerns about the lack of parking spaces on XXXXXXXX.		
	1	Clowne	Regarding trees next to the constituents property that need pruning.	Street Scene	3
	1	Selston	Enquiry regarding a few constituents concerns about changes to their bin collections at XXXXXXXX.		
	1	South Normanton	Concerned by the volume of rubbish on land at the entrance to XXXXXXXX Recreation Ground.		
FEB	1	Langwith	Please see attached MP Enquiry regarding Anti - Social Behaviour in Langwith.	Community Safety	2
	1	Whitwell	Regarding on going Anti-Social Behaviour concerns with their neighbour.		
	1	Blackwell	Regarding damp in their Council property.	Contact Centre	1

Q4 MP Enquiries SUMMARY 2022/23

MONTH	No. of reports per parish	PARISH	MP Enquiry Header	Service Area	Numbers Per Department
	1	Bolsover	Regarding private property repairs.	Environmental Health	2
	1	Hodthorpe	Regarding Flytipping.		
	1	Langwith	MP enquiry regarding a Housing Application.	Housing	5
	2	Shirebrook	Regarding constituents housing application with BDC.		
			Regarding Housing Issues.		
	1	South Normanton	Regarding a Housing Application.		
	2	Whitwell	Regarding on going Anti-Social Behaviour concerns with their neighbour.	Legal	1
			Regarding grass verges and parking on XXXXXXXX in Whitwell.		
	1	OOA	MP FOI Request.	Performance	1
	1	Bolsover	Raising concerns about the new development at XXXXXXXX.	Planning	2
	1	Hodthorpe	Regarding a Planning Application that has been with BDC for over one year.		
	1	Bolsover	Regarding his constituent struggling to pay their Council Tax.	Revenues	1
	1	Bolsover	Regarding Missed assisted bin collections.	Street Scene	4
	1	Hodthorpe	Regarding Flytipping.		
	2	Whitwell	Regarding grass verges and parking on XXXXXXXXX in Whitwell.		
			Regarding Garden Clearance.		
MARCH	1	Blackwell	Regarding his constituents concerns about the smell of cannabis coming from their neighbours property.	Community Safety	4

Q4 MP Enquiries SUMMARY 2022/23

MONTH	No. of reports per parish	PARISH	MP Enquiry Header	Service Area	Numbers Per Department
	1	Bolsover	Regarding his constituents concerns about her son being attacked outside XXXXX and a gang of youths known as the S44 group perpetrating crime and Anti-Social Behaviour in Bolsover.		
	1	Creswell	Regarding his constituents concerns about Anti-Social Behaviour and environmental health issues caused by their neighbours.		
	1	Shuttlewood	Please see attached MP Enquiry regarding his constituent having problems with an Anti-Social neighbour.		
	1	Bolsover	Regarding mould in the constituents private rented property.	Contact Centre	8
	1	Clowne	Regarding dampness and mould in his constituents private rented property.		
	2	Creswell	Regarding his constituent requesting more dog waste bins in Creswell.		
			Regarding the MP's constituents raising concerns for the amount of dog waste on walking routes.		
	1	Pinxton	Regarding the MP's constituent advising additional dog waste bins in need to be provided in Pinxton, specifically on XXXXX and XXXXX.		
	1	Pleasley	Regarding their constituents concerns of an abandoned vehicle on XXXXXX		
	1	Shirebrook	Regarding traffic in Shirebrook on market days.		
	1	Unknown	Regarding their constituent not being happy with their change of business rates for their Day Nursery.		
	4	Bolsover	Regarding private rented housing concerns.	Environmental Health	5
			Regarding the constituents concerns about cars parking and causing damage outside their property.		
			Regarding his constituents concerns regarding the Council Property.		

Q4 MP Enquiries SUMMARY 2022/23

MONTH	No. of reports per parish	PARISH	MP Enquiry Header	Service Area	Numbers Per Department
			Regarding his Constituents application for a Council house.		
	1	Creswell	Regarding his constituents concerns about Anti-Social Behaviour and environmental health issues caused by their neighbours.		
	6	Bolsover	Regarding whether his constituents has been placed in the correct housing band for their circumstances.	Housing	9
			Regarding his constituent's housing application.		
			Regarding his constituents Mother's housing application.		
			Regarding his Constituents application for a Council house.		
			Regarding his constituents concerns regarding the Council Property.		
			Regarding his constituents housing application.		
	1	Creswell	Regarding the MP's constituents fathers housing application.		
	1	Shuttlewood	MP Enquiry regarding his constituent having problems with an Anti-Social neighbour.		
	1	Whaley Thorns	Regarding the constituents housing application.		
	1	Bolsover	Regarding his constituents concerns regarding the Council Property.	Housing Repairs and Maintenance	2
	1	Whaley Thorns	Regarding the constituents housing application.		

Q4 MP Enquiries SUMMARY 2022/23

MONTH	No. of reports per parish	PARISH	MP Enquiry Header	Service Area	Numbers Per Department
	1	Creswell	Regarding their various constituents enquiring about the progress of the new Creswell Leisure Centre.	Leisure	1
	1	Unknown	MP FOI Request	Performance	1
	1	Bolsover	Regarding constituents concerns about the decimation of hedgerows along XXXXX bordering the development of planning application XXXXX	Planning	1
	1	Pinxton	Regarding his constituents concerns about a footpath which has a lack of drainage and runs alongside their home causing damp in their property.	Street Scene	1
					77

Appendix 3 (F) Internal Review by Department 01/01/23 – 31/03/23

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

Q4 Internal Review SUMMARY 2022/23					
MONTH	No. of reports per parish	PARISH	Internal Review Header	Service Area	Numbers Per Department
JAN	0				0
FEB	1	Bolsover	Customer would like to know why she was without heating for 8 days.	Housing Repairs & Maintenance	1
	1	Barlborough	Customer is not happy with the response.	Street Scene	1
MAR	1	Glapwell	Customer is not happy with the response.	Housing	2
	1	New Houghton	Customer is not happy with the response.		
	1	Creswell	Customer is not happy with the Formal Response	Leisure	2
	1	Unknown	Customer is not happy with the Formal response.		
	1	Unknown	FOI Internal Review	Performance	1
					7