

Bolsover District Council

Meeting of the Customer Services Scrutiny Committee on 24th July 2023

**Customer Service Standards and Compliments, Comments and Complaints
2023/24 - 1st April 2023 to 30th June 2023**

Report of the Portfolio Holder for Health & Wellbeing

Classification	This report is Public
Report By	Pam Brown Director for Executive, Customer Services, Communications, Governance and Partnerships Telephone: 01246 242499 Email: Pam.Brown@bolsover.gov.uk
Contact Officer(s)	Lesley Botham Customer Service, Complaints & Standards Manager Telephone: 01246 242230 Email: Lesley.botham@bolsover.gov.uk

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 April 2023 to 30th June 2023.
 - 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 75% for Quarter 1.

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

Benefits ‘direct dial’ achieved 93% for Quarter 1.

2.1.2 Contact Centres (Appendix 1)

Telephones

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

Contact Centres achieved 82% for quarter 1 (18,478 calls answered).

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 April 2023 to 30th June 2023:

- 9,586 email enquiries (in Q1) from the public were received through enquiries@bolsover.gov.uk
- All 100% were acknowledged within one working day
- 99.8% were replied to in full within 8 working days with 21 emails over target 8 working days for Q1.

Live Chat

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

Contact Centres achieved 98% for quarter 1 (753 chats answered)

2.1.3 Corporate Telephone Standard (Appendix 2)

Target - 93% to be answered within 20 seconds

Appendix 2 shows the performance between 1st April 2023 and 30th June 2023 by quarterly period.

The report identifies Quarter 1 **87%** of incoming calls are being answered corporately within 20 seconds cumulatively, which is below standard.

The majority of departments achieved and exceeded the corporate target of 93%, with the exception of the following departments Revenues and Benefits, Joint ICT, Joint Environmental Health, Housing Repairs & Engineers.

Target – 10% Unanswered Calls (Abandoned)

Appendix 2 shows the performance between 1st April 2023 and 30th June by quarterly period. The report identifies Quarter 1, **14%** of incoming calls direct to service areas are not being answered which exceeds target.

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 Q1 1st April to 30th June 2023. Compliments were received from customers who appreciated excellent service.

Comments

Appendix 3 (B) shows the number of written comments received for the period Q1 1st April to 30th June 2023, **6** 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 (77) and Open Housing Repairs system (12) for the period Q1.

95% of which were responded to within our customer standard of 3 working days and no Stage 1 complaints required escalation to Stage 2).

Formal Investigation (stage two)

Appendix 3 (D, E) shows the number of Formal Investigation complaints and M.P. enquiries received by department, **27** formal complaints Q1 1st April to 30th June 2023 and **71** M.P. enquiries during this same period.

96% Formal complaints and 91% M.P. enquiries were responded to within our customer service standard of 15 working days.⁵

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 **5** 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 Q1.

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

<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

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 Promoting equality and diversity and supporting vulnerable and disadvantaged people

DOCUMENT INFORMATION	
Appendix No	Title
1.	Customer Service Standards monitoring
2.	Telephony performance
3.	Compliments, Comments and Complaints: A. Compliments by department 01/04/23 to 30/06/23 B. Comments by department 01/04/23 to 30/06/23 C. Frontline resolution complaints by department 01/04/23 to 30/06/23 D. Formal Investigation complaints 01/04/23 to 30/06/23 E. M.P Enquiries 01/04/23 to 30/06/23 F. Internal Review complaints by department 01/04/23 to 30/06/23

Background Papers
None

APPENDIX 2 –Telephony Performance 01/04/23 – 30/06/23

2023/24 Q1 & Q2 Apr-Jun Target - 93% to be answered within 20 seconds Target - 5% Unanswered Calls (Abandoned)	Q1						Q2						
	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
Services													
Services Director Executive, Governance, Customer Services & Partnerships	52	27	21	77%	25	48%							
Customer Services	137	112	106	94%	25	18%							
HR & Payroll	272	241	238	98%	31	11%							
Partnership Team	143	112	107	95%	31	22%							
Communications	93	82	82	100%	11	12%							
Executive	1	0	0	0%	1	100%							
Services Director Finance & Section 151 Officer	26	26	26	100%	0	0%							
Finance & Accountancy	302	292	291	99%	10	3%							
Revenues & Benefits	9879	9863	7826	79%	16	0%							
Joint ICT	1161	1107	935	84%	54	5%							
Audit	0	0	0	0%	0	0%							
Services Director Corporate & Legal Services and Monitoring Officer	20	20	20	100%	0	0%							
Elections	308	240	232	96%	68	22%							
Governance	67	60	59	98%	7	10%							
Legal	73	45	44	97%	28	38%							
Procurement	98	69	65	94%	29	30%							
Performance & Improvement	87	78	78	100%	9	10%							
Scrutiny	5	5	5	100%	0	0%							
Total	12724	12379	10135	84%	345	18%							

2023/24 Q1 & Q2 Apr-Jun Target - 93% to be answered within 20 seconds Target - 5% Unanswered Calls (Abandoned)	Q1						Q2						
	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
Strategy													
Strategic Director of Services	0	0	0	0%	0	0%							
Planning & Planning Policy	748	719	678	94%	29	4%							
Joint Environmental Health	2504	2393	2010	84%	111	4%							
Housing Management & Enforcement	2611	2272	2178	96%	339	0%							
Corporate Health & Safety	50	27	27	100%	23	46%							
Street Scene	2049	1849	1788	95%	200	7%							
Leisure, Health & Wellbeing	5	5	5	100%	0	0%							
Total	7967	7265	6686	81%	702	9%							
Dragonfly													
Dragonfly Development Ltd Director	5	5	5	100%	0	0%							
Repairs	3656	3471	3165	91%	185	5%							
Economic Development	89	67	66	98%	22	25%							
Facilities	158	156	151	96%	2	1%							
Property & Commercial	285	238	235	98%	47	16%							
Property Services	307	274	265	96%	33	11%							
Engineers	15	8	7	87%	7	47%							
Total	4515	4219	3894	95%	296	15%							
Overall Total	25206	23863	20715	87%	1343	14%							
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 01/04/23 – 30/06/23

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

Q1 COMPLIMENTS SUMMARY 2023/24					
MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department
Apr-23	1	Unknown	Customer would like to thank the Principal Benefits & Technical Officer for sorting their Alternative Fuel Payment swiftly.	Benefits	1
	1	Doe Lea	Customer would like to thank the ranger for fitting the safe and secure system at their property as they felt vulnerable with anti-social behaviour teenagers around. They are amazed that the council do this and was also happy with his advice.	Community Safety	1
	1	OOH	Customer would like to thank the Customer advised for their help with their housing application. The advisor was wonderful and listened very well.	Contact Centre	2
	1	South Normanton	Customer would like to thank the Customer Advisor who helped them talk through their problems and dealt with them effectively.		
	1	Unknown	Customer would like to thank the warden for being professional and for making their Mum feel very comfortable and confident around them.	Housing	1
	1	Barlborough	Customer would like to thank the welfare adaptations team who responded quickly to fitting a wet room	Housing Repairs and Maintenance	2
	1	Glapwell	Customer would like to thank two repairs' operatives for being polite, helpful, and marvellous.		
	1	OOH	Would like to thank the Planning Officer for their quick work and has commented that the way the application has been managed is the best they have experienced from a local authority in some time.	Planning	1
	1	Bolsover	Customer would like to thank the recycling coordinator as he went above and beyond his duties, he was helpful, listened and solved the customers problems in one visit. Customer commented that he is an invaluable asset to Bolsover District Council.	Street Scene	2
	1	South Normanton	Customer would like to thank the operative of the street sweeper for doing a fantastic job.	Street Scene	
Total compliments for April 2023					10
May-23	1	Clowne	Huge thank you to the CAN ranger that visited their property today, they were very helpful and has assisted in helping the customer clear the rubbish from outside their property.	Community Safety	2

Q1 COMPLIMENTS SUMMARY 2023/24

MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department
	1	Unknown	Customer would like to thank the ranger who fitted the alarm who was so lovely. The council has a great team of helpful rangers.		
	1	Blackwell	Customer contacted twice today, once in person at SNCC where they were served by XXXX and by telephone later this afternoon. The customer would like to thank the CC staff for their time and pass on thanks to XXXX who was very helpful today - thank you.	Contact Centre	4
	1	Langwith	Customer wanted to pass on thanks to everyone in the contact centre as whenever they ring up, the Council are always so helpful, and they wanted this to be noted. They have had to call several times lately and the Council has always looked to resolve their issues.		
	1	New Houghton	Customer wanted to say they 'loved' Bolsover Council. They have been in a couple of other districts and getting anything done is so much more difficult. They appreciate that they can still speak to a human on the phone and that we get things done for them.		
	1	Unknown	Customer did not want to give their address but wanted to pass on their thanks to Governance and XXXX in customer services for the help they have given them.		
	1	Unknown	Customer did not want to give their address but wanted to pass on their thanks to Governance and XXXX in customer services for the help they have given them.	Governance	1
	1	Bolsover	Customer would like to thank the Housing Needs Officer very much for all their help, they were very polite and put them at ease with the situation they were in. They have given them a brilliant start to their children's life again	Housing	2
	1	Glapwell	Customer would like to thank the Housing Officers and Housing Director who have helped them move into their BDC property. Mental health is now starting to improve.		
	1	Clowne	Customer would like to say that the two repairs operatives who visited their properties are hard workers, and they went above and beyond and did a fantastic job.	Housing Repairs and Maintenance	3
	1	Pinxton	Tenant called to say that the workman that came to change their handles was very courteous and polite and has done a very good job		

Q1 COMPLIMENTS SUMMARY 2023/24

MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department
	1	Shirebrook	Tenant would like to say how pleased they were with the Repairs Operative. They were very nice, sorted out the problem and left the area cleaner than it was when they arrived.		
	1	Unknown	Customer would like to thank the Business Centres Manager and the Business Estate Officer for providing an exceptional experience during the tenancy. Their dedication and care were evident from day one, and they consistently went above and beyond to ensure the needs were met. From prompt communication to resolving any issues efficiently, their professionalism and attention to detail were truly commendable.	Property and Estates	1
	1	Barlborough	Customer would like to thank the Senior Revenues Officer for all their help and advice.	Revenues	1
	1	Creswell	Customer would like to thank the crew who regularly pick up litter on the A616 and the surrounding areas. The customer really appreciates what they do and would like them to get recognition from the council for their hard work.		
	1	Pleasley Vale	Customer wanted to pass their compliments to XXXX from Street Scene. They wanted to make sure the Councils knows it has a very hard working, kind and caring employee and that this compliment reaches them and their manager.		
	1	Shirebrook	Customer would like to thank the two operatives who came to clear the customers garden who went above and beyond the customers' expectations.	Street Scene	6
	1	Shuttlewood	Customer would like to thank the 2 operatives from the Street Cleansing team for collecting the fly tipping outside the allotments, they were really nice and friendly.		
	1	South Normanton	customer would like to pass their thanks onto the Refuse section, who were very efficient in sorting their damaged bin		
	1	Westhouses	Customer would like to thank the Street Scene Team would collect their bulky collection this morning, they were very polite and efficient		
Total compliments for May 2023					20

Q1 COMPLIMENTS SUMMARY 2023/24

MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department
Jun-23	2	Unknown	Customer would like to thank their work colleagues and Councillors they have worked with for the last 4 years who have made their job incredibly easy. Working with the Council has been an absolute privilege and the Council deserves enormous credit for what they have achieved with Bolsover TV, it is genuinely better than most regional TV stations.	Communications	2
			Customer would like to thank the Communications team for the latest from Bolsover TV, they thought the presentation was excellent and it's full of good stuff.		
	1	Bolsover	Customer would like to say a massive thank you to the Ranger who attended on Monday Evening.	Community Safety	2
	1	Tibshelf	Customer would like to thank the Council for how quick it responded to a report of a neighbour's untidy garden, it was reported 2 days ago and an Officer has attended today.		
	3	Bolsover	Customer would like to thank the Customer Advisor at Clowne Contact Centre, they were highly satisfied with the help provided in regard to Clinical Waste collections.	Contact Centre	5
			Customer would like to compliment Shirebrook staff who are always very helpful and friendly.		
			Customer is always happy to call through to Bolsover, the staff are always polite and even if they have to call another number, they are always happy because of how polite and helpful the staff are.		
	1	Pilsley	Customer contacted the contact centre via live chat to report a missed bin and had an immediate reply, very helpful.		
	1	Tibshelf	Customer would like to thank the Council for how quick it responded to a report of a neighbour's untidy garden, it was reported 2 days ago and an Officer has attended today.		
	2	Clowne	Customer would like to thank XXXX who left their property spotless after a new boiler, they were so polite. They were helped by 2 other operatives. They were all exemplary.	Housing Repairs and Maintenance	2
Customer wanted to thank the two Repair Operatives who recently carried out work in their property.					

Q1 COMPLIMENTS SUMMARY 2023/24					
MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department
	1	Unknown	Compliment for the Principal Enforcement Officer. Very pleased to hear that permission has been granted - we will of course comply with the condition. Would just like to thank you for the way you handled the problem and for your advice which was very helpful.	Planning	1
	1	Bolsover	Customer would like to thank the Recovery section for always being so understanding and helping them to pay off their balance. They are very grateful for everything the team has done for them. Customer teared up on the phone as the Council have always been so lovely.	Revenues	1
	1	Old Blackwell	Customer would like to thank the operative who delivered their new bin for going above and beyond.	Street Scene	3
	1	South Normanton	Customer is happy with how quick the Street Scene department cleared Brambles in the jitty near their property.		
	1	Stanfree	Customer would like to thank the burgundy and green bin crew for placing their bins in a safe place for the last few collections.		
Total compliments for June 2023					16
Total compliments for Q1 2023-2024					46

Appendix 3 (B) Comments by Department 01/04/23 – 30/06/23

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

Q1 COMMENTS SUMMARY 2023/24					
MONTH	No. of reports per parish	PARISH	Comment Header	Service Area	Numbers Per Department
Apr-23	1	New Houghton	Customer would like to know why we have requested photographic ID from them and not their husband.	Elections	1
	1	Unknown	Customer has advised the XXXX have advertised that you can take your own alcohol to the XXXX.	Environmental Health	1
Total comments received for April 2023					2
May-23	1	Clowne	Customer, their wife and friends haven't received their postal votes and would like to know if we are investigating this matter. Aware that some customers cannot collect one from the ARC so thinks a lot of people won't be able to vote this year.	Elections	1
	1	Clowne	Tenants at XXXX are ringing utility companies up stating wrong address. Can the address be made clear in the welcome pack to ensure tenants are quoting the correct address	Housing	1
	1	Bolsover	Resident at XXXXX advises there are currently no activities and amenities for the residents which is causing problems with anti-social behaviour. Bolsover council should put more time effort and funds into the village as everyone feels that the community could greatly benefit from having more to do which will strengthen the community spirit.	Leisure	1
	1	Unknown	We are short of good quality housing. Houses should be repaired rather than being knocked down	Property Services	1
Total comments received for May 2023					4
Total comments received for June 2023					0
Total Comments for Q1 2023-2024					6

APPENDIX 3 (C) – Frontline Resolution Complaints by Department 01/04/23 – 30/06/23

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

Informal Complaints Summary Q1 2023-2024					
MONTH / YEAR	No. of reports per parish per Department	PARISH	Informal Complaint Header	Service Area	Numbers Per Department
Apr-23	1	Clowne	Customer advised the Contact Centre that a contractor agreed to attend Friday but they didn't turn up	Contact Centre	3
	1	Mastin Moor	Customer wasn't informed of items we could not collect on the bulky waste collection		
	1	South Normanton	Unhappy with recent contact at the contact centre.		
	2	South Normanton	Out of hour didn't attend property after reporting a repair	Housing	2
			Unhappy with the careline service		
	1	South Normanton	Customer is not happy 3 letters have been sent from Planning in 3 days.	Planning	1
	1	OOA	Unhappy about an officer's post on social media	Property Services	2
	1	Whitwell	Ongoing issues with solar light in a car park.		
	1	Glapwell	BDC workmen parking on the street making it difficult to get passed.	Repairs	1
	1	Barlborough	Still awaiting green bin delivery after 10 months.	Street Scene	17
	1	Blackwell	Lack of communication over changes to Hessian Bag.		
	6	Bolsover	Bins missed on XXXXX		
Issues with burgundy bin collections have haven't been resolved.					
		Burgundy bin collection is not being done on the regular collection day. Customer is on the assisted bin list			

Informal Complaints Summary Q1 2023-2024

MONTH / YEAR	No. of reports per parish per Department	PARISH	Informal Complaint Header	Service Area	Numbers Per Department
			Using customer gate to maintain garden instead of access gate.		
			Bin not delivered after a month.		
			Ongoing issues with collection of burgundy bin.		
	1	Creswell	Issues with burgundy bin collections.		
	1	Glapwell	Customer has reported a pavement which needs sweeping on three occasions.		
	3	Pinxton	Bin reported as missed three times.		
			Self-service CIS received via email enquiries indicates their green bin has been missed 3 times within the last 3 months.		
			Bulky waste hasn't been collected		
	2	Shirebrook	Issues with burgundy bin collections.		
			Burgundy bin has been missed the last 4 collections.		
	1	South Normanton	Bulky waste hasn't been collected		
	1	Tibshelf	Not happy with communication with officer.		
	1	Bolsover	Customer was carded due to no answer at the property but the customer was in all day.		
	2	Clowne	Customer reported repairs back in October and still not complete by April.	Repairs	4
		Clowne	Customer is not happy that a repairs operative hasn't turned up and thinks tenants should be given a time.		

Informal Complaints Summary Q1 2023-2024

MONTH / YEAR	No. of reports per parish per Department	PARISH	Informal Complaint Header	Service Area	Numbers Per Department
	1	Shirebrook	Back door leaking had booked in for a repair. In the meantime a BDC contractor came to fix the door handle, she showed them the leak. They then drilled holes in the bottom strip of the door and said this should fix it. She now has ants that are coming in the property and woodlice and more water is getting in than before. Please can somebody rectify ASAP.		
Total informal complaints received for April 2023					30
May-23	2	Bolsover	Postal vote not received	Elections	2
			Customer hasn't received their postal vote.		
	1	Clowne	Not happy with the communication from the Housing Needs Officer.	Housing	2
	1	Shirebrook	Regarding previous tenants.		
	1	Tibshelf	Regarding a benefit claim.	Revenues	1
	1	Barlborough	Customer is not happy the Council will not refund them for cancelling a bulky collection the day before.	Street Scene	15
	1	Blackwell	Bin only half emptied.		
	1	Bolsover	Ongoing issue with bin collections		
	5	Clowne	Unhappy with the grass verges in the district.		
			Unhappy that the black bin has been missed again		
			Still awaiting bin delivery ordered in March 2023.		
			Unhappy that the black bin has been missed again		
			Not happy that the black bin has been missed again		
	1	Newton	Bin missed more than 3 times in 3 months.		
1	Pinxton	Damage to a grass verge			
4	Shirebrook	Ongoing issues with customers bin collections.			

Informal Complaints Summary Q1 2023-2024

MONTH / YEAR	No. of reports per parish per Department	PARISH	Informal Complaint Header	Service Area	Numbers Per Department
			Ongoing issues with collection of burgundy bin.		
			Regarding refuse worker team.		
			Bins not being collected due to roadworks.		
	1	Whaley Thorns	Burgundy bin missed twice. Customer is on the assisted list	Repairs	4
	1	Blackwell	Customer is not happy with the mess left from a repair		
	1	Langwith Junction	Ongoing issues with wet room.		
	1	South Normanton	Customer was not happy with the communication with the repairs department.		
1	Whitwell	Customer is not happy with the repairs operative who visited the property.			
Total informal complaints received for May 2023					24
Jun-23	1	Shirebrook	Customer over charged when making a rent and council tax payment	Contact Centre	2
	1	Barlborough	Communication with a Customer Advisor		
	1	Creswell	Breakdown of washing machine at assisted living.	Housing	1
	1	Unknown	Smoking in the grounds of The Arc	Leisure	1
	1	Barlborough	Had no confirmation of a planning enforcement case	Planning	1
	1	Shirebrook	No reply from the correspondence he is sending to Revenues	Revenues	1
	1	Barlborough	Collections of customers bins	Street Scene	25
	1	Blackwell	Ongoing issues with collection of their burgundy bin		
	1	Bramley Vale	Recyclables and not recyclables emptied into the same lorry		

Informal Complaints Summary Q1 2023-2024

MONTH / YEAR	No. of reports per parish per Department	PARISH	Informal Complaint Header	Service Area	Numbers Per Department
	3	Clowne	Damaged fence whilst cutting the grass.		
			Ongoing issues with assisted bin collections		
			Customers car port has been damaged by the ride on mower		
	2	Creswell	Ongoing issues with non-collection of green bin.		
			Side waste has not been collected		
	1	Mastin Moor	Unhappy with their bin collection point and does not wish to pay for a replacement bin.		
	1	New Houghton	Rejected for assisted gardening		
	4	Newton	Ongoing issues with collection of bins		
			Ongoing issues with bin collections due to blocked road		
			Mixed waste in the mop up collection lorry		
			Non-collection of all bins on assisted bin list		
	2	Pinxton	Trade waste bin was missed on normal collection and the mop up collection.		
			Ongoing issue with non-collection of bins		
	1	Rowthorne	Customers burgundy bin has been missed		
	1	Shuttlewood	Not happy to pay for a new black bin.		
	4	South Normanton	Non-collection of all bins.		
			All bins are continually being missed		
			Still waiting for replacement black bin		
			Information requested for assisted gardening collection		
	3	Tibshelf	Missed on normal route and on mop up		
Bin missed on collection day and then on mop up					
Ongoing issues with missed bins					

Informal Complaints Summary Q1 2023-2024

MONTH / YEAR	No. of reports per parish per Department	PARISH	Informal Complaint Header	Service Area	Numbers Per Department
	1	Bolsover	Customer is not happy that they have has another leak in their property.	Repairs	4
	1	Tibshelf	Customer is not happy with the repairs operative who visited the property.		
	2	Whitwell	Communication from the Council's contractors.		
		Whitwell	Customers initials on a certificate		
Total informal complaints received for June 2023					35

Total informal complaints received for Q1 2023-2024 **89**

Appendix 3 (D) Complaints by Department 01/04/23 – 30/06/23

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

Q1 Formal Complaints SUMMARY 2023/24					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
Apr-23	1	New Houghton	Customer is not happy with contact regarding outstanding benefit over payment.	Benefits	1
	1	Clowne	Customer complaint regarding the customer service received from Contact Centre and Housing Repairs	Contact Centre	1
	1	Barlborough	Customer is not happy with the customer service they have received from an Environmental Health Officer.	Environmental Health	1
	1	Bolsover	Customer has had a series of issues with property and would like to move.	Housing	4
	1	New Houghton	Customer is not happy with the Council House they live in.		
	1	South Normanton	Anonymous complaint received regarding a family member moving into a council bungalow.		
	1	Whitwell	Customer is not happy that the Council will not carry out an EPC on their existing property.		
	1	Bolsover	Customer has had a series of issues with property and would like to move.	Housing Repairs and Maintenance	4
	1	Clowne	Customer complaint regarding customer service received from Contact Centre and Housing Repairs		
	1	New Houghton	Customer is not happy with the Council House they live in.		
	1	Whitwell	Customer is not happy that the Council will not carry out an EPC on their existing property.		
	1	Barlborough	Customer is not happy about the booking process for the Wellness Hub and the lack of availability. No disabled toilet facilities close to the Hub.	Leisure	3
	1	Creswell	Customer is not happy with their Son's recent swimming lesson.		
	1	Unknown	Customer is not happy with how reception dealt with them being late to collect child from holiday club.		

Q1 Formal Complaints SUMMARY 2023/24

MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
	1	Barlborough	Customer is not happy about the booking process for the Wellness Hub and the lack of availability. No disabled toilet facilities close to the Hub.	Property Services	1
	1	Whaley Thorns	Customer is wishing to raise an issue regarding their Council Tax payments.	Revenues	1
	1	Oxcroft	Customer is experiencing issues with assisted bin collections.	Street Scene	1
Total formal complaints received in April 2023					17
May-23	1	Bolsover	Complaint regarding housing.	Housing	2
	1	Shirebrook	Customer felt they had unnecessary treatment form the council once a section 21 was given to their tenant.		
	1	Bolsover	Complaint about the staff and the customers safety in the Arc swimming pool changing rooms.	Leisure	1
	1	Barlborough	Concerns about how the site at XXXX is being dealt with.	Planning	2
	1	Shuttlewood	A group of residents would like to complain regarding a planning application.		
	1	Bolsover	Customer has experienced ongoing issues with their property.	Property Services	2
	1	Bramley Vale	Customers shared path was closed without their knowledge.		
	1	South Normanton	Regarding a lack of correspondence.	Revenues	1
	1	Clowne	Regarding bin collections.	Street Scene	1
Total formal complaints received in May 2023					9
Jun-23	1	Blackwell	Customer would like to complain regarding letters received from the Anti-Social Behaviour team.	Community Safety	2
	1	Bolsover	Customer would like to complain about an ongoing noise issue.		
	1	Bolsover	Customer would like to complain about the correspondence from the rent section.	Housing	3
	1	Shuttlewood	Customer would like to complain about their daughter's property and their housing situation.		
	1	Tibshelf	Customer would like to complain regarding the letter they have received regarding Housing Repairs.		

Q1 Formal Complaints SUMMARY 2023/24

MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
	1	Shuttlewood	Customer would like to complain about their daughter's property and their housing situation.	Housing Repairs and Maintenance	1
	1	Clowne	Customer would like to complaint about the manner of the refuse driver.	Street Scene	align="center">2
	1	Shuttlewood	Customer is not happy they need to pay for a replacement black bin.		
Total formal complaints received in June 2023					8
Total formal complaints received in Q1 2023-2024					34

Appendix 3 (E) MP Enquiries by Department 01/04/23 – 30/06/23

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

Q1 MP Enquiries SUMMARY 2023/24					
MONTH	No. of reports per parish	PARISH	MP Enquiry Header	Service Area	Numbers Per Department
Apr-23	4	Bolsover	Regarding baby changing facilities at The Arc.	Contact Centre	6
			Regarding planning permission.		
			Regarding proofs required for a gold card bus pass.		
			Regarding a traveller's site.		
	1	Scarcliffe	Regarding a move into a caravan.		
	1	South Normanton	Regarding council tax exemption.		
	1	Barlborough	Regarding planning and enforcement.		
	1	Bolsover	Regarding a housing application and landlord disrepair.	Environmental Health	4
	1	Creswell	Regarding plans to implement a fire break between properties.		
	1	Pleasley	Regarding ongoing fly-tipping.		
	3	Bolsover	Regarding leaseholder agreement.	Housing	6
			Regarding moving to a more suitable property.		
			Regarding a housing application and landlord disrepair.		
	2	Shirebrook	Regarding the constituents housing application.		
			Regarding a housing application.		
	1	South Normanton	Regarding constituents housing application.		
1	Bolsover	Regarding a move to a more suitable property.	Housing Repairs and Maintenance	1	
1	Barlborough	Regarding planning and enforcement.	Planning	1	
1	Clowne	Regarding trees next to the constituent's property.	Street Scene	2	
1	Pleasley	Regarding ongoing fly-tipping.			
Total MP enquiries received in April 2023					20
May-23	1	Scarcliffe	Regarding benefit overpayments.	Benefits	1
	1	Bolsover	Regarding anti-social behaviour being exhibited by her neighbour.	Community Safety	2

Q1 MP Enquiries SUMMARY 2023/24

MONTH	No. of reports per parish	PARISH	MP Enquiry Header	Service Area	Numbers Per Department
	1	New Houghton	Regarding Anti-Social Behaviour.		
	1	Whitwell	Regarding assistance with a housing application.	Contact Centre	1
	1	Bolsover	Regarding a pro-active approach to a previous noise complaint.	Environmental Health	4
	1	Clowne	Regarding support the Council has offered.		
	1	Glapwell	Regarding an enforcement case.		
	1	Langwith Junction	Regarding a landlord disrepair and a housing application.		
	3	Bolsover	Regarding housing.	Housing	15
			Regarding a housing application.		
			Regarding a housing application.		
	2	Clowne	Regarding support the Council has offered.		
			Regarding a housing application.		
	1	Creswell	Regarding a Council house.		
	1	Langwith	Regarding a housing application.		
	1	Langwith Junction	Regarding a landlord disrepair and a housing application.		
	2	Shirebrook	Regarding a housing application.		
			Regarding a housing application.		
	2	Shuttlewood	Regarding the current Council house and a house swap or applying for another Council house.		
			Regarding a garage site.		
	1	South Normanton	Regarding an entrance door and the progress of their housing application.		
	1	Tibshelf	Regarding a housing application.		
	1	Whitwell	Regarding a housing application.		
	1	New Houghton	Regarding dampness and mould in bedroom.	Housing Repairs and Maintenance	2
	1	South Normanton	Regarding an entrance door and the progress of their housing application.		

Q1 MP Enquiries SUMMARY 2023/24

MONTH	No. of reports per parish	PARISH	MP Enquiry Header	Service Area	Numbers Per Department
	1	Shirebrook	Regarding funding for a sports club.	Leisure	1
	1	Bramley Vale	Regarding funding for a Primary School.	Partnerships	1
	2	Bolsover	Regarding a planning application.	Planning	5
			Regarding the safety of a new road layout.		
	1	Newton	Regarding various issues in Newton.		
	1	Shirebrook	Regarding a new build property.		
	1	Whitwell	Regarding Planning Enforcement.		
	1	Whitwell	Regarding a new bench.	Property Services	1
	1	Clowne	Regarding trees outside the property.	Street Scene	3
	1	Mastin Moor	Regarding an overgrown church yard		
1	Newton	Regarding various issues in Newton.			
Total MP enquiries received in May 2023					36
Jun-23	1	Bramley Vale	Regarding their current living situation with their difficult neighbour and their housing application	Community Safety	1
	1	Bolsover	Regarding the toilets in Bolsover	Contact Centre	3
	1	Clowne	Regarding overgrown weeds and roof replacement.		
	1	Shirebrook	MP wanted to know who holds responsibility for enforcement of the parking restrictions within Shirebrook marketplace		
	1	Clowne	Regarding postal votes	Elections	1
	1	Barlborough	Regarding unleashed dogs in the area	Environmental Health	4
	1	Elmton	Regarding a fire break		
	1	Langwith Junction	Regarding an ongoing noise complaint.		
	1	Pinxton	Regarding fly-tipping on their land		
	1	Bolsover	Regarding a housing application	Housing	8
1	Bramley Vale	Regarding their current living situation with their difficult neighbour and their housing application			

Q1 MP Enquiries SUMMARY 2023/24

MONTH	No. of reports per parish	PARISH	MP Enquiry Header	Service Area	Numbers Per Department
	4	Shirebrook	Regarding a housing application		
			Regarding a housing application		
			Regarding a housing application		
			Regarding a housing application		
	2	South Normanton	Regarding a housing application and the Council's homeless duty.		
			Regarding a housing application		
	1	Bolsover	Regarding communication from Housing Repairs and a kitchen restoration	Housing Repairs and Maintenance	2
	1	Hilcote	Regarding scaffolding at a Council property		
	1	Alfreton	Regarding a planning application	Planning	1
	1	Shirebrook	Regarding an unadopted road	Property Services	1
1	Nether Langwith	Regarding non-receipt of all 3 bins	Street Scene	2	
1	South Normanton	Regarding trees			
Total MP enquiries received in June 2023					23
Total MP enquiries received in Q1 2023-2024					42

Appendix 3 (F) Internal Review by Department 01/04/23 – 30/06/23

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

Q1 Internal Review SUMMARY 2023/24					
MONTH	No. of reports per parish	PARISH	Internal Review Header	Service Area	Numbers Per Department
Apr-23	1	Whitwell	The Customer is not happy with the Formal Response advised.	Environmental Health	1
	1	Clowne	The Customer is not happy with the Formal Response advised.	Housing	1
	1	Creswell	The Customer is not happy with the Formal Response advised.	Leisure	1
	1	Whitwell	The Customer is not happy with the Formal Response advised.	Planning	1
Total internal reviews received in April 2023					4
May-23	1	South Normanton	The customer would like the complaint escalating to an internal review.	Housing	1
Total internal reviews received in May 2023					1
Jun-23	1	Shirebrook	The customer would like the complaint escalating to an internal review and a SARS request	Housing	1
Total internal reviews received in June 2023					1
Total internal reviews received in Q1 2023-2024					6