

**Bolsover District Council**

**Meeting of the Customer Services Scrutiny Committee on 20<sup>th</sup> November 2023**

**Customer Service Standards/ Compliments, Comments and Complaints**  
**Report 23/24 1<sup>st</sup> July 2023 to 30th September 2023**

**Report of the Portfolio Holder for Partnerships, Health & Wellbeing**

<b>Classification</b>	This report is Public
<b>Contact Officer</b>	Lesley Botham Customer Service, Complaints & Standards Manager

**PURPOSE/SUMMARY OF REPORT**

- To provide information on the Council's performance in relation to its customer service standards.
  - To provide information on the effective management of complaints and customer requests which is central to excellent customer service and the Council can use to improve its services.
  - To provide information on the number of compliments, comments and complaints for the period 1<sup>st</sup> July 2023 to 30th September 2023.
  - To make Elected Members aware of performance in relation to its Customer Service Standards and the effective management of complaints.
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**REPORT DETAILS**

**1. Background**

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

**2. Details of Proposal or Information**

**2.1 Customer Service Standards**

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

2.1.1 Revenues & Benefits (Appendix 1)

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

Revenues 'direct dial' achieved 78% for Quarter 2.

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

Benefits 'direct dial' achieved 91% for Quarter 2.

### 2.1.2 Contact Centres (Appendix 1)

#### Telephones

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

Contact Centres achieved 83% for quarter 2 (16,884 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, 1<sup>st</sup> July 2023 to 30<sup>th</sup> September 2023:

- 9,276 email enquiries (in Q2) from the public were received through [enquiries@bolsover.gov.uk](mailto:enquiries@bolsover.gov.uk)
- All 100% were acknowledged within one working day
- 99.8% were replied to in full within 8 working days with 20 emails over target 8 working days for Q2.

#### Live Chat

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

Contact Centres achieved 92% for Q2 (724 chats answered)

### 2.1.3 Corporate Telephone Standard (Appendix 2)

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

Appendix 2 shows the performance between 1<sup>st</sup> July 2023 to 30<sup>th</sup> September 2023 by quarterly period.

The report identifies in Quarter 2 **94%** of incoming calls are being answered corporately within 20 seconds cumulatively, which is above 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.

**Target – 10% Unanswered Calls (Abandoned)**

Appendix 2 shows the performance between 1<sup>st</sup> July 2023 to 30<sup>th</sup> September 2023 quarterly period. The report identifies Quarter 2, **15%** of incoming calls direct to service areas are not being answered which exceeds target.

Departments meeting or exceeding the target include Finance and Audit, Revenues and Benefits, Joint ICT, Governance, Legal, Planning, Joint Env Health and Street Scene services.

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

### Compliments

Appendix 3 (A) shows the number of written compliments received for the period by department. In total **35** written compliments were received during Q2 1<sup>st</sup> July 2023 to 30th September 2023. Compliments were received from customers who appreciated excellent service and passed to the respective department to cascade to their teams.

### Comments

Appendix 3 (B) shows the number of written comments received for the period Q2 1<sup>st</sup> July 2023 to 30th September 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 **68** complaints were recorded on the Customer Information System (61) and Open Housing Repairs system (7) for the period Q2.

94% of which were responded to within our customer standard of 3 working days and only 2 Stage 1 complaints required escalation to Stage 2 process.

#### Formal Investigation (stage two)

Appendix 3 (D,E) shows the number of Formal Investigation complaints and M.P. enquiries received by department, **32** formal complaints Q2 1<sup>st</sup> July 2023 to 30th September 2023 and **55** M.P. enquiries during this same period.

100% Formal complaints and 100% M.P. enquiries were responded to within our customer service standard of 15 working days, target is well above the 95% for both S2 and MP responses and the first quarter which this has been achieved since Q3 2021/22.

#### 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 **9** stage three complaints were received all of which were responded to within the standard of 20 working days.

## Ombudsman

Appendix 3 (F) shows 1 Ombudsman complaint has been received for Q2 period 1<sup>st</sup> July 2023 to 30<sup>th</sup> September 2023 – Decision taken to not investigate by the Ombudsman as not enough evidence to justify any fault in the way the Council acted.

### **3. Reasons for Recommendation**

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

### **4 Alternative Options and Reasons for Rejection**

- 4.1 None

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## **RECOMMENDATION**

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

Approved by Councillor Mary Dooley Portfolio Holder for Partnerships, Health & Wellbeing

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### **IMPLICATIONS:**

**Finance and Risk:**            Yes             No

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

On behalf of the Section 151 Officer

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

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

On behalf of the Solicitor to the Council

### **Environment:**

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

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

**Staffing:** Yes  No

**Details:**

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

On behalf of the Head of Paid Service

## DECISION INFORMATION

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

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

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

<b>DOCUMENT INFORMATION</b>	
<b>Appendix No</b>	<b>Title</b>
1.	Customer Service Standards monitoring
2.	Telephony performance
3.	Compliments, Comments and Complaints:  A. Compliments by department 01/07/23 to 30/09/23

	<p>B. Comments by department 01/07/23 to 30/09/23</p> <p>C. Frontline Resolution (S1) complaints by department 01/07/23 to 30/09/23</p> <p>D. Formal Investigation (S2) complaints 01/07/23 to 30/09/23</p> <p>E. M.P Enquiries 01/07/23 to 30/09/23</p> <p>F. Internal Review (S3) complaints 01/07/23 to 30/09/23</p> <p>G. Ombudsman Complaint Investigation 01/07/23 to 30/09/23</p>
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<b>Background Papers</b>
<b>None</b>

APPENDIX 1 – Customer Service Standards Monitoring 01/07/23 to 30/09/23

Key Customer Service Standards - Performance Monitoring - 2023/2024

Period	Telephone Standards						E-mail Standards			Live Chat		Written Complaints			
	No. of Incoming Calls Answered (Direct Dial)	% 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	% 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	23,863	87%	18,478	82%	75%	93%	9,586	100%	100%	769	91%	27	96%	71	91%
Quarter 1 Cumulative	23,863	87%	18,478	82%	75%	93%	9,586	100%	100%	769	91%	27	96%	71	91%
July to September	24,494	94%	16,884	83%	78%	91%	9,276	100%	100%	724	92%	32	100%	55	100%
Quarter 2 Cumulative	48,357	91%	35,362	83%	77%	92%	18,862	100%	100%	1493	92%	59	98%	126	96%
October to December															
Quarter 3 Cumulative	48,357	91%	35,362	83%	77%	92%	18,862	100%	100%	1,493	92%	59	98%	126	96%
January to March															
Quarter 4 Cumulative	48,357	91%	35,362	83%	77%	92%	18,862	100%	100%	1,493	92%	59	98%	126	96%

APPENDIX 2 –Telephony Performance 01/07/23 to 30/09/23

2023/24 Q1 & Q2 Oct - Mar Target - 93% to be answered within 20 seconds Target - 10% 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
<b>Chief Executive Officer</b>												
<b>Chief Executive Officer</b>												
Elections							119	68	66	97%	51	43%
<b>Services</b>												
<b>Services Director Executive, Governance, Customer Services &amp; Partnerships</b>	52	27	21	77%	25	48%	38	19	18	94%	19	50%
Customer Services	137	112	106	94%	25	18%	98	83	80	96%	15	15%
HR & Payroll	272	241	238	98%	31	11%	221	191	188	98%	30	14%
Partnership Team	143	112	107	95%	31	22%	93	78	75	96%	15	16%
Communications	93	82	82	100%	11	12%	120	102	102	100%	18	15%
Executive	1	0	0	0%	1	100%	0	0	0	100%	0	0%
<b>Services Director Fiance &amp; Section 151 Officer</b>	26	26	26	100%	0	0%	19	19	19	100%	0	0%
Finance & Accountancy	302	292	291	99%	10	3%	295	282	279	98%	13	4%
Revenues & Benefits	9879	9863	7826	79%	16	0%	8590	8547	7006	81%	43	1%
Joint ICT	1161	1107	935	84%	54	5%	1167	1118	944	84%	49	4%
Audit	0	0	0	0%	0	0%	0	0	0	0%	0	0%
<b>Services Director Corporate &amp; Legal Services and Monitoring Officer</b>	20	20	20	100%	0	0%	20	20	20	100%	0	0%
Elections	308	240	232	96%	68	22%	0	0	0	100%	0	0%
Governance	67	60	59	98%	7	10%	70	58	57	98%	12	17%
Procurement	98	69	65	94%	29	30%	103	79	74	93%	24	23%
Performance & Improvement	87	78	78	100%	9	10%	74	66	65	98%	8	11%
Scrutiny	5	5	5	100%	0	0%	10	10	10	100%	0	0%
<b>Total</b>	<b>12651</b>	<b>12334</b>	<b>10091</b>	<b>83%</b>	<b>317</b>	<b>17%</b>	<b>10918</b>	<b>10672</b>	<b>8937</b>	<b>91%</b>	<b>246</b>	<b>12%</b>



<b>Strategy</b>												
<b>Strategic Director of Services</b>	0	0	0	0%	0	0%	14	12	12	100%	2	14%
Planning & Planning Policy	748	719	678	94%	29	4%	756	718	672	93%	38	5%
Joint Environmental Health	2504	2393	2010	84%	111	4%	2722	2597	2189	87%	125	5%
Housing Management & Enforcement	2611	2272	2178	96%	339	0%	2943	2587	2367	92%	356	12%
Corporate Health & Safety	50	27	27	100%	23	46%	34	21	21	100%	13	38%
Street Scene	2049	1849	1788	95%	200	7%	2003	1836	1759	96%	167	8%
Leisure, Health & Well Being	5	5	5	100%	0	0%	1630	1355	1307	96%	275	17%
<b>Total</b>	<b>7967</b>	<b>7265</b>	<b>6686</b>	<b>81%</b>	<b>702</b>	<b>9%</b>	<b>10102</b>	<b>9126</b>	<b>8327</b>	<b>95%</b>	<b>976</b>	<b>14%</b>
<b>Dragonfly</b>												
<b>Dragonfly Development Ltd Director</b>	5	5	5	100%	0	0%	3	2	2	100%	1	33%
Repairs	3656	3471	3165	91%	185	5%	4055	3754	3460	92%	301	7%
Economic Development	89	67	66	98%	22	25%	70	56	54	96%	14	20%
Facilities	158	156	151	96%	2	1%	201	197	195	98%	4	2%
Property & Commercial	285	238	235	98%	47	16%	358	298	293	98%	60	17%
Property Services	307	274	265	96%	33	11%	292	284	277	97%	8	3%
Engineers	15	8	7	87%	7	47%	8	4	4	100%	4	50%
<b>Total</b>	<b>4515</b>	<b>4219</b>	<b>3894</b>	<b>95%</b>	<b>296</b>	<b>15%</b>	<b>4987</b>	<b>4595</b>	<b>4285</b>	<b>97%</b>	<b>392</b>	<b>19%</b>
	<b>25133</b>	<b>23818</b>	<b>20671</b>	<b>87%</b>	<b>1315</b>	<b>14%</b>	<b>26007</b>	<b>24393</b>	<b>21549</b>	<b>94%</b>	<b>1614</b>	<b>15%</b>

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 01/07/23 to 30/09/23

Q2 COMPLIMENTS SUMMARY 2023/24					
MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department
Jul-23	1	Unknown	Customer would like to thank the Council's Communications team, they are very appreciative to have the support of the Council promoting and sharing events and information. It helps them connect altogether, it is really a invaluable service. It bridges the 'gap' between the Council and residents/businesses.	Communications	1
	1	Shuttlewood	Customer would like thank the Customer Advisor who dealt with their call regarding maggots in the communal hallway of XXX Street. Also the Ranger who went above and beyond as they visited to look at the problem and cleared and cleaned the area where the problem was. The ranger took all the rubbish and an old scooter away. The customer is very grateful to both of them.	Community Safety	1
	1	Bolsover	Customer has complimented the Customer Advisors. They said its easy to get the help needed, staff are always very friendly, helpful and nothing is too much trouble. No bad attitudes.	Contact Centre	4
	1	Langwith	Customer would like to compliment a customer advisor for being lovely, polite, professional and courteous.		
	1	Shirebrook	Customer thanked the Customer Advisor for being helpful and courteous as always when taking their rent payment via telephone		
	1	Shuttlewood	Customer would like thank the Customer Advisor who dealt with their call regarding maggots in the communal hallway of XXX Street. Also the Ranger who went above and beyond as they visited to look at the problem and cleared and cleaned the area where the problem was. The ranger took all the rubbish and an old scooter away. The customer is very grateful to both of them.		
	1	Whitwell	Customer would like to pass on their compliments to the 2 plumbers who attended their property for work to be carried out. They were polite, did a	Housing Repairs and Maintenance	1

**Q2 COMPLIMENTS SUMMARY 2023/24**

<b>MONTH</b>	<b>No. of reports per parish</b>	<b>PARISH</b>	<b>Compliment Header</b>	<b>Service Area</b>	<b>Numbers Per Department</b>
			good job and cleaned up after themselves. Superb is the word they wish to use!		
	1	Unknown	Customer would like to thank Planning for how they have handled the application in light of the fact that I hadn't spotted the 2no. listed structures at the point I submitted the CLD and how it has been progressed so swiftly, very much appreciated.	Planning	1
	1	Whitwell	Customer would like to thank a senior recovery officer for being helpful with their business rates account.	Revenues	1
	1	Clowne	Customer would like to thank the Operative who cleaned the road and the footpath, some of it by hand due to tree roots under the footpath. Thank you for a job well done.	Street Scene	3
	1	Creswell	Customer would like to thank the Road Sweeper Operative who cleared up the mess left from the Tree Operative and the internet fibre cable installers for their high standard of workmanship.		
	1	Pinxton	Customer would like to thank the black bin crew who assisted them with their bin collection		
<b>Total compliments for July 2023. Split by department</b>					<b>12</b>
<b>Total compliments for July 2023.</b>					<b>11</b>
<b>Aug-23</b>	1	Unknown	Customer advised they always marvels at how much Bolsover District Council manages to achieve	Communications	1
	1	Barlborough	Customer would like to thank the customer advisor for their efforts in sorting a one off gardening request for them.	Contact Centre	3
	1	South Normanton	Customer would like to thank the customer advisor who helped them contact their electricity provider when they had no electricity or credit on their telephone.		
	1	Whitwell	Customer called to thank the Council for a quick and prompt service.		
	1	Whitwell	Customer called to thank the Council for a quick and prompt service.	Housing Repairs and Maintenance	1
	1	South Normanton	Customer would like to thank the workmen and the inspector who helped re plaster their property.	Repairs	1

**Q2 COMPLIMENTS SUMMARY 2023/24**

<b>MONTH</b>	<b>No. of reports per parish</b>	<b>PARISH</b>	<b>Compliment Header</b>	<b>Service Area</b>	<b>Numbers Per Department</b>
	1	Barlborough	Customer praised a member of the grounds maintenance team for promptly resolving an issue of overflowing dog bins. They then checked customer satisfaction and all bins were emptied and the customer thought this was an excellent response and they had gone the extra mile.	Street Scene	2
	1	Langwith Junction	Customer would like to thank the Street Scene staff member who helped their missed bin be collected		
<b>Total compliments for August 2023. Split by department</b>					<b>8</b>
<b>Total compliments for August 2023.</b>					<b>7</b>
<b>Sep-23</b>	2	Unknown	Customer would like to thank the Communications Manager for last weeks excellent Bolsover TV and they think that other Councils could learn so much from the authority.	Communications	2
		Unknown	Customer would like to thank the Communications Manager for the excellent Bolsover TV and would like to be added to the weekly viewing figures		
	4	Bolsover	Customer called up to book in a repair and at the end of the call thanked me for the wonderful service we provide and said every time they contact us we are really helpful and friendly.	Contact Centre	6
		Bolsover	Customer would like to thank a Customer Advisor for the understanding and patience shown		
		Bolsover	Customer would like to thank the Customer Advisor for being polite and helping them with their damaged bin		
		Bolsover	Customer would like to thank the customer advisor and the repairs team for their prompt response		
	1	Creswell	Customer said that every time they call the Contact Centre, all the staff are lovely and they would like to thank them.		
	1	Langwith Junction	Customer would like to thank the Contact Centre staff for always being so courteous, polite and doing an excellent job.		
	2	Bolsover	Customer would like to thank the customer advisor and the repairs team for their prompt response	Housing Repairs and Maintenance	5

**Q2 COMPLIMENTS SUMMARY 2023/24**

<b>MONTH</b>	<b>No. of reports per parish</b>	<b>PARISH</b>	<b>Compliment Header</b>	<b>Service Area</b>	<b>Numbers Per Department</b>
		Bolsover	Customer would like to thank the Repairs Co-ordinator for being extremely polite and helpful		
	1	Clowne	Customer would like to thank the plumber who was very polite, friendly and efficient.		
	1	Newton	Customer would like to praise the work completed by a Repair Operative. They were conscientious and did a very good job.		
	1	Whitwell	Customer said that the repairs co-ordinator made time to listen to their individual concerns providing clear and accurate explanations. They were kind enough to spend time to identify solutions and this is a very positive experience for them.		
	1	Newton	Customer would like to thank the refuse team for their help, understanding and politeness	Refuse	2
	1	Tibshelf	Customer would like to thank the bin men's for putting their bins in the right location following their complaint.		
	1	Bolsover	Customer would like to thank the Refuse Department for being polite and friendly when delivering their new bin	Street Scene	3
	1	Hilcote	Customer would like to thank Streetscene for sweeping the roads and footpaths in Hilcote and keeping the area very clean		
	1	South Normanton	Customer wanted to thank the Grounds Maintenance staff member who cut all the grass on the street as they did an amazing job and they were impressed. The staff member also asked the neighbours what they would like doing.		
<b>Total compliments for September 2023. Split by department</b>					<b>18</b>
<b>Total compliments for September 2023.</b>					<b>17</b>

<b>Total compliments for Q2 2023-2024. Split by department</b>					<b>38</b>
<b>Total compliments for Q2 2023-2024.</b>					<b>35</b>

Appendix 3 (B) Comments by Department 01/07/23 to 30/09/23

<b>Q2 COMMENTS SUMMARY 2023/24</b>					
<b>MONTH</b>	<b>No. of reports per parish</b>	<b>PARISH</b>	<b>Comment Header</b>	<b>Service Area</b>	<b>Numbers Per Department</b>
Jul-23	1	Unknown	General cleanliness of the pool areas at the arc	<b>Leisure</b>	1
	1	Creswell	Customer would like to request that stickers are placed on vehicles informing them when the road sweeper will be attending so they can ensure there is access.	<b>Street Scene</b>	2
	1	Whitwell	The customer would like to be kept informed about the signs for the wild flowers and has identified another roadside verge that needs to be left untouched. They would also like to meet the person who makes the decisions.		
<b>Total comments received for July 2023. Split by department</b>					<b>3</b>
Aug-23	1	Clowne	Customer thinks that all envelopes should be sealed using the sticky part of the envelope provided rather than using tape so it can be determined if it has been tampered with.	Housing	1
	1	Unknown	Customer says area has rubbish on gardens and the people living there are loud and intimidating.	Community Safety	1
<b>Total comments received for August 2023. Split by department</b>					<b>2</b>
Sep-23	1	Bolsover	Customer thinks the gutters on council houses should be maintained on a yearly basis	Repairs	1
<b>Total comments received for September 2023. Split by department</b>					<b>1</b>
<b>Total Comments for Q2 2023-2024</b>					<b>6</b>

APPENDIX 3 (C) – Frontline Resolution (S1) Complaints by Department 01/07/23 to 30/09/23

<b>(S1) Informal Complaints Summary Q2 2023-2024</b>					
<b>MONTH / YEAR</b>	<b>No. of reports per parish per Department</b>	<b>PARISH</b>	<b>Informal Complaint Header</b>	<b>Service Area</b>	<b>Numbers Per Department</b>
July 2023	1	Bolsover	Customer rang to complain about the public toilet in Bolsover Contact Centre being closed and no other provisions in Bolsover.	Contact Centre	1
	1	Bolsover	Council staff not observing road sign	Housing	1
	1	Barlborough	Burgundy bins are regularly being missed (20+ in 18 months).	Street Scene	15
	3	Bolsover	Ongoing issues with missed bins.		
		Bolsover	Ongoing issues with missed bins on normal and mop up collections.		
		Bolsover	Ongoing issues with missed bins.		
	1	Clowne	Ongoing issues with their assisted bin collection.		
	1	Creswell	Bins are still being missed despite a historical complaint.		
	1	Glapwell	Bins still not being returned to the correct location.		
	1	Hardstoft	Ongoing issues with missed bins.		
	1	Newton	Customers bin has been contaminated by someone else, the Council will return on the next collection.		
	1	Pleasley	Bin crew are not servicing assisted bin correctly.		
	2	South Normanton	Bin crew are dragging bin over customers properties.		
		South Normanton	Ongoing issues with missed bins.		
	1	Stanfree	Ongoing issues with missed bins.		

**(S1) Informal Complaints Summary Q2 2023-2024**

<b>MONTH / YEAR</b>	<b>No. of reports per parish per Department</b>	<b>PARISH</b>	<b>Informal Complaint Header</b>	<b>Service Area</b>	<b>Numbers Per Department</b>
	2	Whitwell	Not satisfied with the response to their enquiry regarding trees in their garden.	Repairs	3
		Whitwell	Bin crew didn't help resident with bin.		
	1	Clowne	Operatives not using skip provided and leaving kitchen parts on the shared pathway.		
	2	Shirebrook	Damage caused to plants by scaffolding.		
		Shirebrook	Conduct of Council subcontractors.		
<b>Total informal complaints received for July 2023 . Split by department</b>					<b>20</b>
August 2023	1	Bolsover	Unhappy with the service provided by Careline.	Careline	1
	1	Clowne	Felt the treatment received was not professional or to the standard of the council by the customer advisor.	Contact Centre	1
	1	Clowne	Customer was not happy with a Leisure attendants manner.	Leisure	1
	2	Barlborough	Customer disputes the bin crews decision on carding his bin.		
			Customer unhappy with lack of response for his tree cutting request.		
	1	Belph	Ongoing issues with missed bins	Street Scene	20
	4	Bolsover	Ongoing issues with missed bins at new build property.		
			Ongoing issues with missed bins.		
			Ongoing issues with missed bins.		
			Ongoing issues with missed bins.		
	3	Clowne	Customer has received conflicting information regarding a payment to refuse.		
			Customer has put through several requests regarding her overgrown hedge but has not received a response.		
			Issues with bin replacement.		
	2	Creswell	Ongoing issues with missed bins.		
Ongoing issues with missed bins.					
1	Elmton	Ongoing issues with missed bins			
1	Hardstoft	Ongoing issues with missed bins.			



**(S1) Informal Complaints Summary Q2 2023-2024**

<b>MONTH / YEAR</b>	<b>No. of reports per parish per Department</b>	<b>PARISH</b>	<b>Informal Complaint Header</b>	<b>Service Area</b>	<b>Numbers Per Department</b>
	1	Hodthorpe	Bin crew member threw a recycling box onto residents garden.		
	2	Pinxton	Customer reported mixed messages regarding the responsibility of the maintenance of the trees and grass.		
			Issues with bins not being fully emptied.		
	1	South Normanton	Issues with bin replacement.		
	1	Tibshelf	Issue with bin not being emptied correctly.		
	1	Whitwell Common	Ongoing issues with missed bins.		
	1	Clowne	Tenant would like their front door replacing before the winter and not after due to the cold.	Repairs	3
	1	Langwith	Repair appointment was moved without the customers knowledge.		
	1	Whitwell	Complaint regarding a comment made by the workman.		
<b>Total informal complaints received for August 2023. Split by department</b>					<b>26</b>
September 2023	1	Tibshelf	Regarding the condition the gazette was delivered in	Communications	1
	1	Clowne	Customer called on 18/9 to arrange a bulky collection. The next available collection date when they called was 20/9 but this wasn't convenient as they wouldn't have her new mattress. They were therefore told to call back the next day to book in for Thursday. However the next available collection date wasn't until 27/9 which the customer is not happy about. They advised they would also complain to their local councillor as they are disgusted with the process and being given incorrect information.	Contact Centre	1
	1	New Houghton	Customer believes they have been misinformed	Environmental Health	1
	1	Pinxton	Customer believes the Council are in breach of tenancy and is not happy with a Tenancy Manager Officers actions	Housing	2

**(S1) Informal Complaints Summary Q2 2023-2024**

<b>MONTH / YEAR</b>	<b>No. of reports per parish per Department</b>	<b>PARISH</b>	<b>Informal Complaint Header</b>	<b>Service Area</b>	<b>Numbers Per Department</b>
	1	Whitwell	Complaint regarding their housing circumstances and the support they feels they are receiving from BDC	Housing	
	1	Shirebrook	Dragonfly Developments are building on XXX and are currently parked all along XXX without any consideration for all of the elderly residents that live on there.	Property and Estates	1
	1	Barlborough	Ongoing issues with their assisted bin collection	Street Scene	15
	1	Belph	Bins keep being missed and the extra recycling wasn't taken with the burgundy bin	Street Scene	
	2	Bolsover	Customer is chasing their bin delivery following on moving into a new build.	Street Scene	
		Bolsover	Customer saw his black bin go into the RCV today and is unhappy that we haven't delivered him a new bin	Street Scene	
	1	Clowne	Complaining since June about the hedge that borders onto their property. The hedge is falling onto their garage roof	Street Scene	
	1	Creswell	Customer advising that her side waste has been left after her bin has been collected.	Street Scene	
	3	Glapwell	Regarding bags not being delivered for the clinical collection	Street Scene	
		Glapwell	Bins not returned to correct location	Street Scene	
		Glapwell	Customer is reporting that they are not happy that they keep not getting enough clinical waste bags.	Street Scene	
	2	Pinxton	Customer complaint regarding overgrown vegetation at a cemetery	Street Scene	
		Pinxton	No reply from a case raised on 1/9/23. Tree is close to property and is overhanging on the customers garden/fence	Street Scene	
	2	Shirebrook	Car window smashed after the Councils have been strimming nearby.	Street Scene	
		Shirebrook	Weed killer used on verge when the customer has asked BDC not to use it because it is killing their grass	Street Scene	

**(S1) Informal Complaints Summary Q2 2023-2024**

<b>MONTH / YEAR</b>	<b>No. of reports per parish per Department</b>	<b>PARISH</b>	<b>Informal Complaint Header</b>	<b>Service Area</b>	<b>Numbers Per Department</b>
	1	Tibshelf	Two Men from Grounds Maintenance came cut the grass on the back today chopped their large plant down didn't even come and apologise.	Street Scene	
	1	Whitwell	Customer is not happy that the bins on their street were missed	Street Scene	
	1	Bolsover	Complaint regarding Scaffolding Contractor not shutting the gate correctly.	Repairs	1
<b>Total informal complaints received for September 2023. Split by department</b>					<b>22</b>
<b>Total informal complaints Q2</b>					<b>68</b>

Appendix 3 (D) (S2) Formal Complaints by Department 01/04/23 – 30/06/23

<b>Q2 Formal (S2) Complaints SUMMARY 2023/24</b>					
<b>MONTH</b>	<b>No. of reports per parish</b>	<b>PARISH</b>	<b>Complaint Header</b>	<b>Service Area</b>	<b>Numbers Per Department</b>
Jul-23	1	Bramley Vale	Dissatisfaction regarding the councils lack of action taken regarding nuisance the tenants have been causing in a council property	Community Safety	2
	1	Whitwell	Regarding neighbours antisocial behaviour		
	1	Bolsover	customer rang to complain about the public toilet in Bolsover Contact Centre being closed and no other provisions in Bolsover. This has been escalated from an informal to a formal complaint	Contact Centre	1
	1	Unknown	Regarding longstanding flytipping and litter and no response to previous complaint.	Customer Standards and Complaints	1
	1	Whitwell	Customer would like to complain about the road sides verges being cut and destroying the wildflowers	Ground Maintenance	1
	1	Blackwell	Occupiers in a Council Property causing issues in the neighbourhood	Housing	3
	1	Bramley Vale	Dissatisfaction regarding the councils lack of action taken regarding nuisance the tenants have been causing in a council property		
	1	Whitwell	Regarding neighbours antisocial behaviour		
	1	Whitwell	Customer would like to complain about the way the workmen conducted themselves at a void property.	Housing Repairs and Maintenance	1
	1	Tibshelf	Regarding a single person discount review letter.	Revenues	1
	1	Bolsover	Black bin collection and how the bins are left once emptied	Street Scene	3
	1	Clowne	Regarding neighbours overgrown ivy		
	1	Unknown	Regarding longstanding flytipping and litter and no response to previous complaint.		
<b>Total formal complaints received in July 2023. Split by department</b>					<b>13</b>
<b>Total formal complaints received in July 2023</b>					<b>10</b>

**Q2 Formal (S2) Complaints SUMMARY 2023/24**

<b>MONTH</b>	<b>No. of reports per parish</b>	<b>PARISH</b>	<b>Complaint Header</b>	<b>Service Area</b>	<b>Numbers Per Department</b>
Aug-23	1	Clowne	Complaint regarding the service they received from a customer advisor	Contact Centre	1
	1	South Normanton	Complaint regarding current tenancy and repairs needed.	Grounds Maintenance	1
	1	Bolsover	Complaint regarding advice given on housing associations right to acquire scheme	Housing	5
	1	Shirebrook	Regarding their housing application being made live		
	2	South Normanton	Complaint from a solicitor on behalf of their client regarding their tenancy, rent and council tax.		
			Complaint regarding current tenancy and repairs needed.		
	1	Unknown	Complaint regarding a manager at a Bolsover Council Owned residential home.		
	1	Barlborough	Complaint regarding their appeal for a fence being rejected.	Housing Repairs and Maintenance	2
	1	South Normanton	Complaint regarding current tenancy and repairs needed.	Leisure	2
	1	Clowne	Parking at The Arc and no break between swimming sessions to allow a changeover of vehicles.		
	1	Tibshelf	Customer has fell down a hole at a local BDC park and ended up in A&E		
	1	Clowne	Parking at The Arc and no break between swimming sessions to allow a changeover of vehicles.	Property Services	1
	1	Clowne	Complaint regarding Council Tax correspondence and recovery action taken.	Revenues	3
	1	Out of Area - Bilsthorpe	Complaint regarding Council Tax Billing and Recovery		
	1	South Normanton	Complaint from a solicitor on behalf of their client regarding their tenancy, rent and council tax.		
<b>Total formal complaints received August 2023. Split by department</b>					<b>15</b>
<b>Total formal complaints received August 2023</b>					<b>11</b>

**Q2 Formal (S2) Complaints SUMMARY 2023/24**

<b>MONTH</b>	<b>No. of reports per parish</b>	<b>PARISH</b>	<b>Complaint Header</b>	<b>Service Area</b>	<b>Numbers Per Department</b>
Sep-23	1	Clowne	Complaint regarding overgrown bush on a neighbouring Council property being removed.	Community Safety	1
	1	Bolsover	Complaint regarding Planning and Environmental Health and how an alleged water leak has been dealt with.	Environmental Health	1
	2	Bolsover	Please see attached a formal complaint about the Housing Needs Officer and not happy that the banding is not being amended. Complaint regarding the housing department	Housing	4
	1	Shuttlewood	complaint regarding noise nuisance from another tenant		
	1	Whitwell	Complaint regarding their housing circumstances and the support they feel they are receiving from BDC		
	1	Bolsover	Complaint regarding multiple leaks at their property	Housing Repairs and Maintenance	2
	1	Shirebrook	Complaint regarding the Repair Operator coming at 4pm and the attitude of the Repair Operator		
	1	Bolsover	Complaint regarding Planning and Environmental Health and how an alleged water leak has been dealt with.	Planning	1
	1	Elmton	Complaint regarding ongoing missed bins	Streetscene	3
	1	Glapwell	Complaint regarding bins being left on the pavement		
	1	Steetley	Complaint regarding the bins not being collected on the correct day.		
	<b>Total formal complaints received September 2023. Split by department</b>				
<b>Total formal complaints received September 2023</b>					<b>11</b>

<b>Total formal complaints received in Q2 2023-2024. Split by department</b>	<b>40</b>
<b>Total formal complaints received in Q2 2023-2024</b>	<b>32</b>

Appendix 3 (E) MP Enquiries by Department 01/07/23 to 30/09/23

Q2 MP Enquiries SUMMARY 2023/24					
MONTH	No. of reports per parish	PARISH	MP Enquiry Header	Service Area	Numbers Per Department
Jul-23	1	Clowne	Regarding the path between Creswell Road and Barton Street by Clowne Fire Station	Contact Centre	3
	1	Langwith	Regarding welfare adaptations.		
	1	Shirebrook	Regarding their housing situation.		
	1	Bolsover	Regarding business grants available	Economic Development	1
	1	Clowne	Regarding a noise complaint they have raised about the Nags Head Pub in Clowne.	Environmental Health	2
	1	Tibshelf	Regarding concerns about their neighbour and the neighbouring property		
	1	Creswell	Regarding the grass area between Creswell Model Village and Elmton Close	Grounds Maintenance	1
	1	Shirebrook	Regarding their housing situation.	Housing	1
	1	Bolsover	Regarding OAP swimming classes at Go! Active	Leisure	1
	1	Bolsover	Connect Fibre have installed a cabinet on their property, which my constituent advises the Council confirmed to them did not have planning permission	Planning	2
	1	Tibshelf	Regarding concerns about their neighbour and the neighbouring property		
	1	Clowne	Regarding an appeal.	Revenues	1
	1	Clowne	Regarding trees behind their home	Street Scene	4
	1	Langwith	Regarding trees behind their home		
	1	Langwith Junction	Regarding littering at the bus stop next to their garden		
	1	Newton	Regarding their recycling waste collection		
<b>Total MP enquiries received in July 2023. Split by department</b>					<b>16</b>
<b>Total MP enquiries received in July 2023</b>					<b>14</b>
Aug-23	1	Bolsover	Regarding the rollout of CCTV in Bolsover	Community Safety	4
	1	Creswell	Regarding antisocial behaviour on land behind their home		
	1	Shirebrook	Regarding ongoing abuse from a neighbour and a request for a review on their housing application		
	1	Whitwell	Regarding current tenancy and antisocial behaviour		
	1	Bolsover	Regarding overgrown trees near their home.	Contact Centre	2
	1	Clowne	Regarding pest control and customer services.		
	1	Unknown	Regarding the progress of the Shirebrook Crematorium	Economic Development	1
	1	Bolsover	Regarding a landlord disrepair and a housing application	Environmental Health	4
	1	Clowne	Regarding pest control and customer services.		

Q2 MP Enquiries SUMMARY 2023/24					
MONTH	No. of reports per parish	PARISH	MP Enquiry Header	Service Area	Numbers Per Department
	1	New Houghton	Regarding Japanese Knotweed		
	1	South Normanton	Regarding a landlord disrepair		
	2	Bolsover	Regarding a large tree next to their property causing issues.	Grounds Maintenance	3
			Regarding the cleanliness of the streets in Bolsover and the road sweeper		
	1	New Houghton	Regarding Japanese Knotweed	Housing	11
	3	Bolsover	Regarding a housing application		
			Regarding renting the cost of garage from BDC		
			Regarding a landlord disrepair and a housing application		
	1	Bramley Vale	Regarding a housing application		
	1	Doe Lea	Regarding their Housing Application		
	1	Pinxton	Regarding their Housing Application		
	3	Shirebrook	Regarding ongoing abuse from a neighbour and a request for a review on their housing application		
			Regarding their Housing Application		
			Regarding a letter for the HARP Panel		
	1	Whitwell	Regarding current tenancy and antisocial behaviour		
	1	Worksop - Out of area	Regarding whether the constituent has been accepted for a property with their housing application.		
	1	Clowne	Regarding vegetation at their property and their roof replacement	Housing Repairs & Maintenance	1
	1	Pleasley	Regarding the safety of Children in Playparks in Pleasley.	Leisure	1
	1	Bolsover	Regarding development of the land of the old Bolsover Hospital	Planning	4
	1	Hillstown	Regarding a rejected planning application		
1	Hodthorpe	Regarding a housing development			
1	Shirebrook	Regarding Charge Gullies being installed.			
1	Creswell	Regarding antisocial behaviour on land behind their home	Property Services	1	
1	Bramley Vale	Regarding bin collections and litter on their street.	Street Scene	2	
1	Clowne	Regarding vegetation at their property and their roof replacement			
<b>Total MP enquiries received in August 2023. Split by department</b>					<b>34</b>
<b>Total MP enquiries received in August 2023</b>					<b>27</b>
Sep-23	1	Clowne	Regarding being turned down for a Council Tax reduction	Benefits	1
	2	Bolsover	Regarding antisocial behaviour in Bolsover	Community Safety	2
Regarding littering and antisocial behaviour at a park.					



**Q2 MP Enquiries SUMMARY 2023/24**

<b>MONTH</b>	<b>No. of reports per parish</b>	<b>PARISH</b>	<b>MP Enquiry Header</b>	<b>Service Area</b>	<b>Numbers Per Department</b>
	1	Bolsover	Regarding the fact that the toilets at the Contact Centre in Cotton Street are not available	Contact Centre	1
	1	Newton	Regarding a landlord disrepair and a housing application	Environmental Health	1
	2	Bolsover	Regarding littering and antisocial behaviour at a park. Regarding litter in and around Bolsover town centre.	Grounds Maintenance	4
	2	Clowne	Regarding the assisted gardening service Regarding a tree that potentially poses a fall risk		
	2	Bolsover	Regarding a housing application Regarding an housing application.	Housing	5
	1	Newton	Regarding a landlord disrepair and a housing application		
	2	Shirebrook	Regarding their current housing application and homelessness Regarding an housing application.		
	1	Bolsover	Regarding Town End Car Park in Bolsover		
	1	Shirebrook	Regarding the condition of the road on Sherwood Drive in Shirebrook, which has potholes all along it	Property Services	2
	1	Clowne	Regarding being turned down for a Council Tax reduction	Revenues	1
<b>Total MP enquiries received in September 2023. Split by department</b>					<b>17</b>
<b>Total MP enquiries received in September 2023</b>					<b>14</b>

<b>Total MP enquiries received in Q2 2023-2024. Split by department</b>					<b>67</b>
<b>Total MP enquiries received in Q2 2023-2024</b>					<b>55</b>

Appendix 3 (F) (S3) Internal Review by Department 01/07/23 to 30/09/23

<b>Q2 Internal (S3) Review SUMMARY 2023/24</b>					
<b>MONTH</b>	<b>No. of reports per parish</b>	<b>PARISH</b>	<b>Internal Review Header</b>	<b>Service Area</b>	<b>Numbers Per Department</b>
Jul-23	1	Westhouses	The Customer is not happy with the Formal Response advised.	Contact Centre	1
	1	Tibshelf	The customer is not happy with the response provided.	Housing	1
	1	Tibshelf	The customer is not happy with the response provided.	Housing Repairs and Maintenance	1
	1	Unknown	The customer requested an internal review of their FOI request	Performance	1
	1	Westhouses	The Customer is not happy with the Formal Response advised.	Street Scene	1
<b>Total internal reviews received in July 2023. Split by department</b>					<b>5</b>
<b>Total internal reviews received in July 2023</b>					<b>3</b>
Aug-23	1	Bolsover	Customer requested a review of their formal complaint.	Leisure	1
	1	Bramley Vale	Customer requested a review of their formal complaint	Housing	1
	1	Clowne	The customer would like the complaint escalating to an internal review.	Street Scene	1
	1	Clowne	Customer not happy with the outcome of the investigation and would like it to be internally reviewed.	Contact Centre	1
<b>Total internal reviews received in August 2023. Split by department</b>					<b>4</b>
<b>Total internal reviews received in August 2023</b>					<b>4</b>
Sep-23	2	Unknown	The customer requested an internal review of their SAR request	Performance	2
			The customer requested an internal review of their FOI request		
<b>Total internal reviews received in September 2023. Split by department</b>					<b>2</b>
<b>Total internal reviews received in September 2023</b>					<b>2</b>
<b>Total internal reviews received in Q2 2023-2024. Split by department</b>					<b>11</b>
<b>Total internal reviews received</b>					<b>9</b>

Appendix 3 (G) Ombudsman Complaint Investigations by Department 01/07/23 to 30/09/23

<b>OMBUDSMAN SUMMARY Q2 2023/2024</b>					
<b>MONTH</b>	<b>No. of reports per parish per Department</b>	<b>PARISH</b>	<b>Ombudsman Header</b>	<b>Service Area</b>	<b>Numbers Per Department</b>
August	1	Whitwell	Complainant says the Council failed to follow due process when assessing their neighbour's planning applications for a boiler flue as it did not properly consider the impact of the smoke of residential amenity.	Environmental Health	1
				Planning	
<b>Total Ombudsman Complaint Investigations received in Q2 2023-2024</b>					<b>1</b>