

Bolsover District Council

Meeting of the Customer Services Scrutiny Committee on 25th March 2024

**Customer Service Standards/ Compliments, Comments and Complaints
Report 23/24 1st October 2023 to 31st December 2023**

Report of the Portfolio Holder for Health & Wellbeing

| | |
|---------------------------|---|
| Classification | This report is Public |
| Contact Officer(s) | 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 1st October 2023 to 31st December 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 80% for Quarter 3.

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

Benefits 'direct dial' achieved 91% for Quarter 3.

2.1.2 Contact Centres (Appendix 1)

Telephones

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

Contact Centres achieved 78% for quarter 3 (15,976 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 October 2023 to 31st December 2023:

- 7,219 email enquiries (in Q3) from the public were received through enquiries@bolsover.gov.uk
- 100% were acknowledged within one working day
- 99.7% were replied to in full within 8 working days with 19 emails over target 8 working days for Q3.

Live Chat

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

Contact Centres achieved 96% for Q3 (586 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 October 2023 to 31st December 2023 by quarterly period.

The report identifies in Quarter 3 **83%** of incoming calls are being answered corporately within 20 seconds cumulatively, which is below standard.

Departments who met or were above the target of 93% were Communications, Finance and Accountancy, Performance & Improvement, Scrutiny, Facilities and Property & Services. All other services were below the 93% target, however it

should be noted that the amount of abandoned calls is improving (as below) , which needs to be positively recognised.

A reminder across all services would be beneficial to promote 01246 242424 as the main customer contact rather than individual officer direct dial extensions, to assist with meeting this target.

Target – 10% Unanswered Calls (Abandoned)

Appendix 2 shows the performance between 1st October 2023 to 31st December 2023 quarterly period. The report identifies Quarter 3, **6%** of incoming calls direct to service areas are not being answered which is within the 10% target.

Departments meeting or exceeding the target include Finance and Accountancy, Audit, Revenues and Benefits, Joint ICT, Planning and Joint Environmental Health.

2.2 Compliments, Comments and Complaints

Compliments

Appendix 3 (A) shows the number of written compliments received for the period by department. In total **69** compliments were received during Q3 1st October 2023 to 31st December 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 Q3 1st October 2023 to 31st December 2023, **9** Comments were received and 100% were acknowledged and passed to the respective department within the target time of 3 working days, for consideration when reviewing their service.

Complaints

Frontline resolution (stage one)

Appendix 3 (C) shows the number of Frontline Resolution complaints received by the Contact Centre service, in total **63** complaints were recorded on the Customer Information System (51) and Open Housing Repairs system (12) for the period Q3 1st October 2023 to 31st December 2023.

90% of which were responded to within our customer standard of 3 working days, which is below the target of 95% and only 4 Stage 1 complaints required escalation to Stage 2 process.

It is worth noting that all 6 of the complaints which were out of time were only out of time by 1 working day. Out of these late complaints, 3 were from the Refuse department and was due to late responses from the service area, 2 were from the Grounds Maintenance department and was due to an officer on annual leave,

both customers were happy to wait in this instance. Finally, 1 was from the Repairs department and was due to a late response from the department combined with the Customer Standards and Complaints Officer being on annual leave with no staff cover.

Formal Investigation (stage two)

Appendix 3 (D,E) shows the number of Formal Investigation complaints and M.P. enquiries received by department, **18** formal complaints Q3 1st October 2023 to 31st December 2023 and **45** M.P. enquiries during this same period.

100% of Formal complaints and 100% of M.P. enquiries were responded to within our customer service standard of 15 working days, target is above the 95% for both S2 and MP responses.

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. **4** stage three complaints were received and responded to within the standard of 20 working days complaints in Q3 1st October 2023 to 31st December 2023.

Ombudsman

Appendix 3 (F) shows **1** Ombudsman complaint has been received for Q3 period 1st October 2023 to 31st December 2023. A decision not to investigate was made 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

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 Port Folio 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

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

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

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

| DOCUMENT INFORMATION | |
|----------------------|---|
| Appendix No | Title |
| 1. | Customer Service Standards monitoring |
| 2. | Telephony performance |
| 3. | <p>Compliments, Comments and Complaints:</p> <p>A. Compliments by department 01/10/23 to 31/12/23</p> <p>B. Comments by department 01/10/23 to 31/12/23</p> <p>C. Frontline Resolution (S1) complaints by department 01/10/23 to 31/12/23</p> |

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|--|---|
| | D. Formal Investigation (S2) complaints 01/10/23 to 31/12/23 E. M.P Enquiries 01/10/23 to 31/12/23 F. Internal Review (S3) complaints 01/10/23 to 31/12/23 G. Ombudsman Complaint Investigation 01/10/23 to 31/12/23 |
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| Background Papers |
| None |

APPENDIX 1 – Customer Service Standards Monitoring 01/10/23 to 31/12/23

| 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) | % of Calls Answered within 20 Seconds | No. of Incoming Calls Answered - Contact Centres | % of Calls Answered within 20 Seconds - Contact Centres | % of Calls Answered within 20 Seconds - Revenues | % of Calls Answered within 20 Seconds - Benefits | No.of Emails | % Acknowledged within 1 Working Day | % Replied to within 8 Working Days | No. of Live Chats Contact Centres | % of Live Chats Answered within 20 seconds - Contact Centres | No. of Complaints Received (Stage Two) | % Responded to within 15 Working Days | No. of M.P. Enquiries Received | % Responded to within 15 Working Days |
| Target | | 93% | | 75% | 65% | 78% | | 100% | 100% | | 75% | | 97% | | 97% |
| April to June | 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 | 22,949 | 83% | 15,976 | 78% | 80% | 91% | 7,219 | 100% | 100% | 586 | 96% | 18 | 100% | 45 | 100% |
| Quarter 3 Cumulative | 71,306 | 88% | 51,338 | 81% | 78% | 92% | 26,081 | 100% | 100% | 2,079 | 93% | 77 | 99% | 171 | 97% |
| January to March | | | | | | | | | | | | | | | |
| Quarter 4 Cumulative | 71,306 | 88% | 51,338 | 81% | 78% | 92% | 26,081 | 100% | 100% | 2,079 | 93% | 77 | 99% | 171 | 97% |

APPENDIX 2 –Telephony Performance 01/10/23 to 30/12/23

| 2022/23 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 |
| Services | | | | | | | | | | | | |
| Services Director Executive, Governance, Customer Services & Partnerships | 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% |
| Services Director Finance & Section 151 Officer | 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% |
| Services Director Corporate & Legal Services and Monitoring Officer | 20 | 20 | 20 | 100% | 0 | 0% | 20 | 20 | 20 | 100% | 0 | 0% |
| Legal | 73 | 45 | 44 | 97% | 28 | 38% | 18 | 18 | 17 | 94% | 0 | 0% |
| Elections | 308 | 240 | 232 | 96% | 68 | 22% | 119 | 68 | 66 | 97% | 51 | 43% |
| 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% |
| Total | 12724 | 12379 | 10135 | 84% | 345 | 18% | 11055 | 10758 | 9020 | 90% | 297 | 12% |
| Strategy | | | | | | | | | | | | |
| Strategic Director of Services | 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% | 2959 | 2602 | 2382 | 93% | 357 | 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% |
| | 7967 | 7265 | 6686 | 81% | 702 | 9% | 10118 | 9141 | 8342 | 95% | 977 | 14% |
| Dragonfly | | | | | | | | | | | | |
| Dragonfly Development Ltd Director | 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% |
| Total | 4515 | 4219 | 3894 | 95% | 296 | 15% | 4987 | 4595 | 4285 | 97% | 392 | 19% |
| | 25206 | 23863 | 20715 | 87% | 1343 | 14% | 26160 | 24494 | 21647 | 94% | 1666 | 15% |

Total in standard includes all incoming calls between Monday to Friday 9.00 a.m. until 17.00 p.m.:

Answered on the original extension within 20 seconds. Transferred to another extension on divert within 20 seconds. Picked up by a group pick up within 20 seconds

Which ring off within 20 seconds are unanswered (Abandoned)

Does not meet target

| 2022/23 Q1 & Q2 Oct - Mar Target - 93% to be answered within 20 seconds Target - 10% Unanswered Calls (Abandoned) | Q3 | | | | | | Q4 | | | | | |
|--|-------------------------|----------------------------|---|--------------------------------|-----------------------------|-------------------------|-------------------------|----------------------------|---|--------------------------------|-----------------------------|-------------------------|
| | 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 |
| Department (by directorate) | | | | | | | | | | | | |
| Services | | | | | | | | | | | | |
| Services Director Executive, Governance, Customer Services & Partnerships | 22 | 15 | 10 | 45% | 7 | 32% | | | | | | |
| Customer Services | 109 | 83 | 80 | 73% | 26 | 24% | | | | | | |
| HR & Payroll | 230 | 200 | 195 | 85% | 30 | 13% | | | | | | |

| | | | | | | | | | | | | | |
|--|--------------|--------------|--------------|------------|-------------|------------|--|--|--|--|--|--|--|
| Partnership Team | 11 | 8 | 7 | 64% | 3 | 27% | | | | | | | |
| Communications | 80 | 78 | 78 | 98% | 2 | 3% | | | | | | | |
| Executive | 2 | 0 | 0 | 0% | 2 | 100% | | | | | | | |
| Services Director Fiance & Section 151 Officer | 15 | 15 | 15 | 100% | 0 | 0% | | | | | | | |
| Finance & Accountancy | 216 | 208 | 205 | 95% | 8 | 4% | | | | | | | |
| Revenues & Benefits | 8103 | 8081 | 6753 | 83% | 22 | 0% | | | | | | | |
| ICT | 975 | 923 | 781 | 80% | 52 | 5% | | | | | | | |
| Audit | 0 | 0 | 0 | 0% | 0 | 0% | | | | | | | |
| Services Director Corporate & Legal Services and Monitoring Officer | 13 | 12 | 12 | 92% | 1 | 8% | | | | | | | |
| Elections | 135 | 80 | 76 | 56% | 55 | 41% | | | | | | | |
| Governance | 90 | 78 | 77 | 86% | 12 | 13% | | | | | | | |
| Legal | 9 | 8 | 8 | 89% | 1 | 11% | | | | | | | |
| Procurement | 87 | 68 | 60 | 69% | 19 | 22% | | | | | | | |
| Performance & Improvement | 80 | 78 | 78 | 98% | 2 | 3% | | | | | | | |
| Scrutiny | 9 | 9 | 9 | 100% | 0 | 0% | | | | | | | |
| Total | 10186 | 9944 | 8444 | 83% | 242 | 2% | | | | | | | |
| Strategy | | | | | | | | | | | | | |
| Strategic Director of Services | 25 | 23 | 23 | 92% | 2 | 8% | | | | | | | |
| Assistant Directors | 46 | 41 | 41 | 89% | 5 | 11% | | | | | | | |
| Planning & Planning Policy | 767 | 729 | 685 | 89% | 38 | 5% | | | | | | | |
| Environmental Health (50%) | 2316 | 2240 | 1839 | 79% | 76 | 3% | | | | | | | |
| Housing Management & Enforcement | 2848 | 2500 | 2309 | 81% | 348 | 12% | | | | | | | |
| Corporate Health & Safety | 54 | 33 | 33 | 61% | 21 | 39% | | | | | | | |
| Street Scene | 1687 | 1493 | 1417 | 84% | 194 | 11% | | | | | | | |
| Leisure, Health & Well Being | 1303 | 1069 | 1034 | 79% | 234 | 18% | | | | | | | |
| Total | 9046 | 8128 | 7381 | 82% | 918 | 10% | | | | | | | |
| Overall Total | 19232 | 18072 | 15825 | 82% | 1160 | 6% | | | | | | | |
| Dragonfly | | | | | | | | | | | | | |
| Dragonfly Development Ltd | 3 | 1 | 1 | 33% | 2 | 67% | | | | | | | |
| Repairs | 4091 | 3860 | 3552 | 87% | 231 | 6% | | | | | | | |

| | | | | | | | | | | | | |
|-----------------------|--------------|--------------|--------------|------------|-------------|-----------|--|--|--|--|--|--|
| Economic Development | 48 | 37 | 37 | 77% | 11 | 23% | | | | | | |
| Facilities | 261 | 253 | 251 | 96% | 8 | 3% | | | | | | |
| Property & Commercial | 407 | 337 | 332 | 82% | 70 | 17% | | | | | | |
| Property Services | 397 | 389 | 378 | 95% | 8 | 2% | | | | | | |
| Engineers | 1 | 0 | 0 | 0% | 1 | 100% | | | | | | |
| Total | 5208 | 4877 | 4551 | 87% | 331 | 6% | | | | | | |
| | 24440 | 22949 | 20376 | 83% | 1491 | 6% | | | | | | |

Total in standard includes all incoming calls between Monday to Friday 9.00 a.m. until 17.00 p.m.:

**Answered on the original extension within 20 seconds. Transferred to another extension on divert within 20 seconds. Picked up by a group pick up within 20 seconds
Which ring off within 20 seconds are unanswered (Abandoned)**

Does not meet target

Appendix 3 (A) Compliments by Department 01/10/23 to 30/12/23

| Q3 COMPLIMENTS SUMMARY 2023/24 | | | | | |
|---------------------------------------|----------------------------------|---------------|---|---------------------------------|-------------------------------|
| MONTH | No. of reports per parish | PARISH | Compliment Header | Service Area | Numbers Per Department |
| Oct-23 | 1 | Creswell | Customer has lived in various places over the UK and has said that the service from Bolsover District Council is by far one of the best. From customer service, refuse and to keeping our flowerbeds and everything else looking nice in the summer. | Contact Centre | 2 |
| | 1 | Shirebrook | Customer has a medical problem and struggles to communicate. They wanted to thank all the staff at Shirebrook contact centre for their care and patience. | | |
| | 1 | Whitwell | Whitwell Parish Council would like to pass on thanks to BDC for supporting small businesses with the Business in Bolsover Scheme which is very useful and well run. | Economic Development | 1 |
| | 1 | Oxcroft | Customer would like to pass on their commendation the Outreach worker who has been out to their property to help them. The worker was very kind, helpful and went above and beyond for them and they were very happy for the help received. | Environmental Health | 1 |
| | 1 | Unknown | Would like to thank this finance staff for being fabulous as well as always helping them deliver the HSF scheme. | Finance | 1 |
| | 1 | Unknown | Would like to thank the Housing Needs Officers for their support which makes things much easier when navigating housing with families. The support of the Housing Needs Officer has helped multiple families and makes the reporters job a lot easier when navigating housing options and needs of families | Housing | 1 |
| | 2 | Clowne | Customer wanted to thank the repairs planner who helped sort the water feed into their property. | Housing Repairs and Maintenance | 3 |
| | | Clowne | Called to thank XXX for the fantastic job that they have done today. They have made an excellent job and left the kitchen clean and tidy after they took the dust sheet up. They are a lovely person and treated them very nicely and not just as another job. They are so pleased. | | |
| | 1 | Whitwell | Would like to thank the repairs team and repairs operative for the new door fitted to their bungalow, they are very happy with it and the operative has done a lovely job. | | |

Q3 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 Leisure department for the opportunity to have a cricket home ground and grow. | Leisure | 1 |
| | 1 | Tibshelf | Would like to thank the Revenues Officer for all their help. | Revenues & Benefits | 3 |
| | 2 | Unknown | Customer has thanked the benefit officer for the awarding and help of the Discretionary Housing payments. They appreciate their help. | | |
| | | | Would like to thank the Benefits officer for the information provided which was helpful and much appreciated. | | |
| | 1 | Bolsover | Customer wanted to pass his thanks onto the three members of the Grounds Maintenance team for the excellent work they have today done clearing all the leaves from a road. | Street Scene | 9 |
| | 2 | Creswell | Customer called to praise the bin crew who do an excellent job every week emptying the bins in Creswell. | | |
| | | | Customer has lived in various places over the UK and has said that the service from Bolsover District Council is by far one of the best. From customer service, refuse and to keeping our flowerbeds and everything else looking nice in the summer. | | |
| | 1 | Palterton | Customer has telephoned today to say thank you. They reported their green bin damaged 11.10.2023 and replaced today 13.10.2023. Excellent service. | | |
| | 1 | Pinxton | Customer called to thank the bin men as they informed them they had accidentally driven the vehicle into the fence and damaged it. | | |
| | 2 | South Normanton | Customer would like to thank whoever has round swept out in front of their property, they have done an excellent job. | | |
| | | | Customer called to pass on their thanks to the person who did the sweeping of the road near their property. They did a brilliant job. | | |
| | 1 | Unknown | Customer called to say that they thought the Grounds Maintenance staff member operating the mower was doing a good job cutting grass verges. | | |

Q3 COMPLIMENTS SUMMARY 2023/24

| MONTH | No. of reports per parish | PARISH | Compliment Header | Service Area | Numbers Per Department |
|--|---------------------------|---|---|----------------|------------------------|
| | 1 | Whitwell | Customer would like to say a big thankyou to the road sweeper who came up this morning and swept the road. Their car was parked outside, and the operative waited for them to move the car. They are very appreciative of the operative's kindness and patience. | | |
| Total compliments for October 2023. Split by department | | | | | 22 |
| Total compliments for October 2023. | | | | | 21 |
| Nov-23 | 1 | Whitwell | Customer rang to say that they had received the In Touch Newspaper and wanted to say how good it was especially Page 6 regarding recycling. They said the information was very clear and easy to understand and it was easy to see on the pinkish background. | Communications | 1 |
| | 2 | Bolsover | Customer wanted to thank the customer advisor for helping them with their bin replacement as they were friendly and informative. They also wanted to thank the refuse department for replacing their bin so quickly as it was done in under 1 day which is exceptional service. | Contact Centre | 5 |
| | | | Customer called in to bring a rent refund form in. They said it doesn't matter who they speak or deal with in any of the council departments, everyone is friendly, respectful and helpful. They said everyone does a fantastic service | | |
| | 1 | Shirebrook | Customer wanted to thank the customer advisor for being a true help and appreciates them for helping when they didn't know where to turn to. They are a diamond. | | |
| | 1 | Unknown | Customer advisors assisted customers in completing Housing Applications. The customers were anxious about visiting but when leaving they praised the advisors for being approachable, kind and caring. | | |
| | 1 | Whitwell | Customer wanted to pass on how lovely the Arc is, from the car park to the layout of the building and how decent the staff are. Has been a few times lately with their friend and has been very impressed with how friendly the staff have been. | | |
| 1 | Bolsover | Customer was really pleased with the pest controllers' attitude, they were nice, empathetic and explained well. Advised it was a pleasure to deal with them and they are a credit to the Council. | Environmental Health | | |

Q3 COMPLIMENTS SUMMARY 2023/24

| MONTH | No. of reports per parish | PARISH | Compliment Header | Service Area | Numbers Per Department |
|--------------|----------------------------------|------------------------|---|---------------------|-------------------------------|
| | 1 | Bolsover | Customer called in to bring a rent refund form in. They said it doesn't matter who they speak or deal with in any of the council departments, everyone is friendly, respectful and helpful. They said everyone does a fantastic service | Housing | 3 |
| | 1 | Creswell | Customer wanted to thank the warden for arriving so quickly, being kind and helping him. | | |
| | 1 | South Normanton | Customer would like to thank the enforcement ranger who visited their mother. They did a brilliant job of calming down the situation and putting their mother at ease and they are really impressed with the ranger. | | |
| | 1 | Whitwell | Customer wanted to pass on how lovely the Arc is, from the car park to the layout of the building and how decent the staff are. Has been a few times lately with their friend and has been very impressed with how friendly the staff have been. | Leisure | 1 |
| | 1 | Bolsover | Customer wanted to thank the Planner for getting back to them so quickly it was really appreciated. | Planning | 6 |
| | 1 | Out of Area (Abingdon) | Wanted to thank the principal planner for all their efforts on an application and that their help was very much appreciated. | | |
| | 1 | Out of Area (Solihull) | Customer wanted to say thank you for dealing with their application so professionally and always keeping them up to date. They realise planning departments are understaffed with the deluge of work, so to turn the application around and work with them is really appreciated. | | |
| | 3 | Unknown | Customer would like to thank the Planning Officer working on their case as it has been a pleasure to work with them. | | |
| | | | Customer would like to thank the Planning department who have been fantastic to deal with | | |
| | | | Customer would like to thank the Planning Case Officer for all their help and guidance. They have made a great different to the process with them and they wish to work with them again. | | |
| | 1 | Whitwell | Customer wanted to pass on how lovely the Arc is, from the car park to the layout of the building and how decent the staff are. Has been a few times lately with their friend and has been very impressed with how friendly the staff have been. | Property Services | 1 |

Q3 COMPLIMENTS SUMMARY 2023/24

| MONTH | No. of reports per parish | PARISH | Compliment Header | Service Area | Numbers Per Department |
|--|---------------------------|-------------------|--|---------------------------------|------------------------|
| | 2 | Bolsover | Customer would like to thank the electrical operative who dealt with the electrical problems promptly and efficiently. They did a great job, no mess and were polite. | Housing Repairs and Maintenance | 10 |
| | | | Customer called in to bring a rent refund form in. They said it doesn't matter who they speak or deal with in any of the council departments, everyone is friendly, respectful and helpful. They said everyone does a fantastic service | | |
| | 1 | Langwith | Customer would like to thank advisor for all their help with sorting the repair this afternoon. | | |
| | 2 | Langwith Junction | Customer called to say thank you for the repairs that had been sorted, they are very grateful and the repairs operative was very kind and helpful. | | |
| | | | Customer would like to thank the workman that came out to do work on their shed they are very pleased with it and they would like to thank the workman who repaired their toilet a while back. | | |
| | 1 | New Houghton | Customer would like to thank the person who listened and sorted out their concerns after the recent reproofing on their neighbours house. Them and their neighbour are extremely happy how this situation was dealt with. Would like to also pass on their thanks to the leader at Doe Lea | | |
| | 1 | Pinxton | Customer would like to pass on their thanks to all involved with replacing their boiler, everyone has been excellent. | | |
| | 1 | South Normanton | Customer wanted to thank the workman that attended to rectify work done previously after a complaint. They were polite, worked hard and did a great job. | | |
| | 2 | Whitwell | Customer would like to thank the plumber for doing a good job this morning. Very courteous, well mannered, job well done. | | |
| Customer wanted to thank the team for sorting their toilet floor creaking. | | | | | |

Q3 COMPLIMENTS SUMMARY 2023/24

| MONTH | No. of reports per parish | PARISH | Compliment Header | Service Area | Numbers Per Department |
|---|----------------------------------|-----------------|---|---------------------|-------------------------------|
| | 1 | Langwith | Customer spoke to a lovely benefits officer who helped them fill in a form. The Senior Benefits Officer called and spoke with them regarding their Council Tax single occupancy discount and they would like to thank them for all their help. | Revenues & Benefits | 2 |
| | 1 | Tibshelf | Customer wished to thank the Principal Billing and Recovery Officer regarding the Council Tax flood discount as they had been really helpful. | | |
| | 2 | Bolsover | Customer would like to thank the Grounds Maintenance and Street Cleansing Manager for organising the tree cutting near their property. It was completed yesterday and they are very grateful. | Street Scene | 7 |
| | | | Customer wanted to thank the customer advisor for helping them with their bin replacement as they were friendly and informative. They also wanted to thank the refuse department for replacing their bin so quickly as it was done in under 1 day which is exceptional service. | | |
| | 1 | Pinxton | Customer called to say their bin was missed last Tuesday and they were originally told they would have to wait a week for the mop up round. However, they have been this morning and the customer is very grateful. | | |
| | 1 | South Normanton | Customer wanted to thank the Street scene department for their excellent service delivering the bins | | |
| | 2 | Unknown | Customer wanted to compliment the litter picking team on the A619 Worksop - Barlborough, said they were doing a brilliant job. | | |
| | | | Customer wanted to thank the Grounds Maintenance team for their clearance of a property, they thought the workmen were fantastic and worked really hard. | | |
| | 1 | Whitwell | Customer wanted to thank the bin crew for coming to collect his missed bin. | | |
| Total compliments for November 2023. Split by department | | | | | 37 |
| Total compliments for November 2023. | | | | | 32 |

Q3 COMPLIMENTS SUMMARY 2023/24

| MONTH | No. of reports per parish | PARISH | Compliment Header | Service Area | Numbers Per Department |
|---------------|----------------------------------|-----------------|--|---------------------------------|-------------------------------|
| Dec-23 | 1 | Creswell | Would like to thank the Customer Advisor who helped her a lot with a variety of issues. They were professional and kind and explained everything properly. | Contact Centre | 3 |
| | 1 | South Normanton | Customer wanted to express their thanks for the help they have received from the South Normanton Contact Centre staff for their assistance in paying his Council Tax, as they are blind, and taking the time to chat with them which is appreciated. | | |
| | 1 | Tibshelf | Wanted to thank the Customer Advisor for listening and helping. | | |
| | 1 | Clowne | Wanted to thank the Finance Apprentice for all their hard work they think they are incredible and amazing at their job. | Finance | 1 |
| | 3 | Unknown | Customer advised of how great the help received from the ranger was. They think it is good to know that there is such a great service if you are need. Customer thanked the Carline and Independent Living Manager for all their help, kindness and support. They feel much better with their situation following a meeting with them. Customer wanted to thank the Housing Options Officer who had been very helpful. | Housing | 3 |
| | 1 | Bolsover | Thanked all those involved in their planning application for turning it around so quickly. | Planning | 2 |
| | 1 | Unknown | Thanked the Planning case officer for picking up a file halfway through but still completing it on time in a helpful and professional manner. | | |
| | 1 | Shirebrook | Customer wanted to give their utmost compliments to the contractors who replaced their Council roof. Their work is outstanding and they worked to ensure minimal fuss to the resident. They were exceptionally tidy, courteous and they are a credit to themselves. | Property Services | 1 |
| | 1 | Clowne | Customer would like to thank the Repairs Operatives who have worked hard, not stopped, done a thorough good job at their door repair today. | Housing Repairs and Maintenance | 2 |
| | 1 | Shirebrook | Customer wanted to thank the repairs operative for being very polite. | | |
| | 1 | Creswell | Customer wanted to thank the Refuse team for a very prompt service of their replacement bin which was delivered the next day. | Street Scene | 4 |
| | 1 | Langwith | Would like to advise the grass cutter has done a brilliant job. | | |
| | 1 | Rowthorne | Thanked the Refuse department for delivering their new bin the day after the request. | | |

Q3 COMPLIMENTS SUMMARY 2023/24

| MONTH | No. of reports per parish | PARISH | Compliment Header | Service Area | Numbers Per Department |
|---|----------------------------------|---------------|--|---------------------|-------------------------------|
| | 1 | Scarcliffe | Would like to compliment the road sweeper who has worked in Scarcliffe this week. They have done a thorough, exceptional job cleaning the village especially the area near their property. | | |
| Total compliments for December 2023. Split by department | | | | | 16 |
| Total compliments for December 2023. | | | | | 16 |

| | | | | | |
|--|--|--|--|--|-----------|
| Total compliments for Q3 2023-2024. Split by department | | | | | 75 |
| Total compliments for Q3 2023-2024. | | | | | 69 |

Appendix 3 (B) Comments by Department 01/10/23 to 30/12/23

| Q3 COMMENTS SUMMARY 2023/24 | | | | | |
|---|---------------------------|-----------------|--|------------------|------------------------|
| MONTH | No. of reports per parish | PARISH | Comment Header | Service Area | Numbers Per Department |
| Oct-23 | 1 | Glapwell | Customer wanted to ensure that all staff including the Rangers are aware of third party authorisations | Community Safety | 1 |
| | 1 | Shirebrook | Customer advised the automated message when calling the Council is lengthy and difficult to understand. | Contact Centre | 1 |
| | 1 | Creswell | Customer commented on the parking of a council staff members vehicle | Repairs | 1 |
| | 1 | Tibshelf | Customer ringing to check that the information on the bin calendars regarding recycling is correct. Advised that it is. However, they had asked a member of the bin crew if they still need to put this in a separate plastic bag in the bin as per calendar; Bin crew member advised them it could just all go in together. Refuse confirmed information is correct on the calendar and will address this with bin crew. | Street Scene | 1 |
| Total comments received for October 2023. Split by department | | | | | 4 |
| Total comments received for October 2023 | | | | | 4 |
| Nov-23 | 1 | Unknown | Customer is commenting on a family and ASB in an area. This is an ongoing issue for Housing. The customer wants to remain anonymous. | Housing | 1 |
| | 1 | South Normanton | Customers appointment did not go ahead today, they wanted to suggest that in the future a call, email or text should go to the customer to inform them. | Repairs | 1 |
| | 1 | Barlborough | Customer wanted to pass on their comments regarding the green bin collection stopping. Their green bin is already nearly full again following the final collection until March. They believe they are paying for this service through Council Tax, which is going up, they do not believe they should have to pay for the bulky collection to dispose of the waste. They think doing an odd collection throughout the winter months would make a lot of people happy and the King would agree with this policy on climate change of waste, | Streetscene | 1 |
| Total comments received for November 2023. Split by department | | | | | 3 |

| Q3 COMMENTS SUMMARY 2023/24 | | | | | |
|---|---------------------------|-----------------|---|-----------------------|------------------------|
| MONTH | No. of reports per parish | PARISH | Comment Header | Service Area | Numbers Per Department |
| Total comments received for November 2023 | | | | | 3 |
| Dec-23 | 1 | Unknown | Customer reported an incident to the Council which was for DCC they believe they shouldn't have to ensure they pass it to the right government department and the Council should have dealt with and passed through. Explained GDPR reasoning so thinks it would be good to have a check box which consents for details to be shared on the enquiries page. | Communications | 1 |
| | 1 | Unknown | Customer reported an incident to the Council which was for DCC they believe they shouldn't have to ensure they pass it to the right government department and the Council should have dealt with and passed through. Explained GDPR reasoning so thinks it would be good to have a check box which consents for details to be shared on the enquiries page. | Contact Centre | 1 |
| | 1 | South Normanton | Customer received 2 invoices for the careline service, said that customers are not being made aware of this. Also, thinks the invoices need a pay by date. | Finance & Accountancy | 1 |
| Total comments received for December 2023. Split by department | | | | | 3 |
| Total comments received for December 2023 | | | | | 2 |
| Total Comments for Q3 2023-2024. Split by department | | | | | 10 |
| Total Comments for Q3 2023-2024 | | | | | 9 |

APPENDIX 3 (C) – Frontline Resolution (S1) Complaints by Department 01/10/23 to 30/12/23

| Informal Complaints Summary Q3 2023-2024 | | | | | |
|--|--|--------------|---|----------------|------------------------|
| MONTH / YEAR | No. of reports per parish per Department | PARISH | Informal Complaint Header | Service Area | Numbers Per Department |
| Bolsover District Council October 2023 | 1 | New Houghton | Customers bulky collection item has not been collected due to data being inputted incorrectly. | Contact Centre | 1 |
| | 1 | Creswell | Tenant wanted to clarify when his gas service was going to be done but was spoken to very abruptly. | Repairs | 2 |
| | 1 | New Houghton | Tenant was informed to put in an informal complaint if they were unhappy with the work carried out by the voids team. | | |
| | 2 | Barlborough | Regarding the state of the road after the grass cutting that has taken place | Street Scene | 21 |
| | | | Regarding the state of the grass in front of his property after the grass cutting that has taken place | | |

Informal Complaints Summary Q3 2023-2024

| MONTH / YEAR | No. of reports per parish per Department | PARISH | Informal Complaint Header | Service Area | Numbers Per Department |
|---------------------|---|--|--|---------------------|-------------------------------|
| | 1 | Blackwell | Bin order has taken a long time to be delivered | | |
| | 4 | Bolsover | Not happy that the bins have been refused when it is the previous tenants rubbish. | | |
| | | | Regarding a missed bin on the mop up collection | | |
| | | | Regarding his assisted bin collections being missed | | |
| | | | Regarding bins not being returned to the correct location point. | | |
| 1 | Clowne | Regarding a Grounds Maintenance members attitude and the state of the garden | | | |

Informal Complaints Summary Q3 2023-2024

| MONTH / YEAR | No. of reports per parish per Department | PARISH | Informal Complaint Header | Service Area | Numbers Per Department |
|--------------|--|-----------------|--|--------------|------------------------|
| | 1 | Creswell | Regarding ongoing missed bin collections | | |
| | 1 | Elmton | Regarding ongoing missed bin collections | | |
| | 1 | Hodthorpe | Regarding bins not being collected due to a change of date they were not made aware of | | |
| | 1 | Newton | Customer disputes that their bin was out for collection and that the tracker reports are incorrect | | |
| | 1 | Shirebrook | Regarding their black bin being missed. | | |
| | 2 | South Normanton | The majority of the additional recycling at the side of the burgundy bin was not taken | | |
| | | | Green Bin keeps getting missed | | |
| | 1 | Stainsby Common | Unprofessional behaviour of bin crew members which was sarcastic. | | |
| | 1 | Steetley | Regarding ongoing missed bin collections | | |
| | 1 | Tibshelf | Not happy that their bins are frequently missed | | |
| | 1 | Westhouses | Burgundy Bin has not been returned to correct location and customer is not happy with the attitude of the burgundy crew | | |
| | 2 | Whitwell | Operator accidentally sprayed weed killer on customers plants by not being careful. The department do not seem to remove the cuttings when mowing the grass anymore. More action should be taken regarding the Council encouraging dog mess to be picked up. | | |

Informal Complaints Summary Q3 2023-2024

| MONTH / YEAR | No. of reports per parish per Department | PARISH | Informal Complaint Header | Service Area | Numbers Per Department |
|---|---|---------------|---|----------------------|-------------------------------|
| | | | Regarding ongoing missed bin collections on the whole road | | |
| Total informal complaints received for October 2023. Split by department | | | | | 24 |
| Total information complaints received for October 2023 | | | | | 24 |
| Bolsover District Council November 2023 | 1 | Creswell | Customer is not happy that the Customer Advisor told them the emergency repair would be the same day when it is actually booked in for the next working day. | Contact Centre | 2 |
| | 1 | Tibshelf | Customer is complaining the payment online and automated pay line did not work | | |
| | 1 | Rowthorne | Customer is not happy that the pest controller would not give an approximate time for their visit. They requested this when booking and nobody called. | Environmental Health | 1 |
| | 1 | Bolsover | Customer is not happy about the unannounced visit from a warden. They didn't like their attitude or behaviour. | Housing | 1 |
| | 1 | Pleasley | Customer is not happy that his comment on a planning application has been redacted. | Planning | 1 |
| | 1 | Bolsover | Tenant would like to complain about the workmen who are completing work on the fence for their neighbours. They also advised they were not made aware any workmen would come onto their garden. | Repairs | 8 |

Informal Complaints Summary Q3 2023-2024

| MONTH / YEAR | No. of reports per parish per Department | PARISH | Informal Complaint Header | Service Area | Numbers Per Department |
|---------------------|---|---------------|---|---------------------|-------------------------------|
| | 1 | Clowne | Tenant does not believe the work was carried out properly at their property and the job is still outstanding. | | |
| | 1 | Creswell | Tenant is not happy that there is a 24 hour response time and due to them being elderly their repair should have been more of a priority. | | |
| | 4 | Shirebrook | Tenant waited in all weekend for the out of hours contractor as advised but they never came | | |
| | | | Customer was not happy the gas test nipped was split and they could smell gas and had to have a new meter. They also haven't received their gas safety record sheet. | | |
| | | | Customer is a private resident but their neighbour is a Council property. The neighbour's property has leaked into their chimney and they've had to undertake works which they was reimbursing for. | | |
| | | | Customer is not happy that several operatives have been to sort an error on the boiler but when she came home from work there was no heating or hot water again. | | |
| | 1 | Tibshelf | Tenant is not happy with the workman's attitude who attended her property today without an appointment. | | |
| | 2 | Shirebrook | Regarding their Council Tax direct debit and being referred to enforcement agents | Revenues | 2 |

Informal Complaints Summary Q3 2023-2024

| MONTH / YEAR | No. of reports per parish per Department | PARISH | Informal Complaint Header | Service Area | Numbers Per Department |
|--------------|--|-----------------|--|--------------|------------------------|
| | | | Customer is not happy that their Council Tax account has gone to the enforcement agents. They are also not happy with the enforcement agent's manner. | | |
| | 1 | Blackwell | Customer wanted to complain about one of the bin crews' attitude and actions. | Street Scene | 9 |
| | 1 | Bolsover | Customer is not happy that the bin crew do not return the bins and leave them obstructing, they are also not happy with the bin crew's attitude. | | |
| | 1 | Clowne | Regarding ongoing missed bins | | |
| | 1 | Glapwell | Customer is complaining regarding bins being left on the pavement. | | |
| | 1 | Langwith | Customers bin has been missed on the normal collection and two mop up rounds. | | |
| | 1 | Palterton | Customers burgundy and black bins keep being missed. Said they had already raised an informal complaint but this is not on the system. They also requested a bin calendar which they never received. | | |
| | 1 | South Normanton | Regarding the Grounds Maintenance team's behaviour and attitude when trimming the trees. | | |
| | 1 | Whaley Thorns | Customer advises they have never had a black bin and we have always collected his green bin with his black waste in. They have put a missed bin through and the refuse department have advised they need to purchase a black bin and they are not happy for the sudden change. | | |

Informal Complaints Summary Q3 2023-2024

| MONTH / YEAR | No. of reports per parish per Department | PARISH | Informal Complaint Header | Service Area | Numbers Per Department |
|--|---|---------------|---|-----------------------|-------------------------------|
| | 1 | Whitwell | Customer has reported missed bins more than 3 occasions in the last 3 months - black and green. | | |
| Total informal complaints received for November 2023. Split by department | | | | | 24 |
| Total information complaints received for November 2023 | | | | | 24 |
| Bolsover District Council December 2023 | 1 | Bolsover | Notice has been put on their vehicle to state it has been abandoned in a car park. They claim it is taxed and insured so is not happy about this. | Environmental Health | 2 |
| | 1 | Tibshelf | Environmental Health have not helped regarding their light pollution complaint to them. | | |
| | 1 | Barlborough | Not happy their invoices are going to a previous address when he has informed the Council previously of the change of address. | Finance & Accountancy | 1 |
| | 1 | Shirebrook | Council contractor has broken trellis whilst putting scaffolding up. | Property Services | 1 |
| | 1 | Blackwell | Complaint regarding faulty sockets, not happy as said the operative should have done a full test and as a result has lost several items. | Repairs | 3 |
| | 1 | Bolsover | Customer is not happy the inspector was not prepared with the appropriate equipment for the inspection and the appointment had to be re arranged. | | |
| | 1 | Clowne | Complaint regarding a repair's contractors standard of work as repair not resolved. | | |
| | 1 | Barlborough | Bin keeps being missed on the rural route and they cannot leave it out continually. | Street Scene | 8 |

Informal Complaints Summary Q3 2023-2024

| MONTH / YEAR | No. of reports per parish per Department | PARISH | Informal Complaint Header | Service Area | Numbers Per Department |
|--|---|---|---|---------------------|-------------------------------|
| | 4 | Bolsover | Customer is not happy that they have not received their bin delivery. | | |
| | | | The tree they have reported has not been cut back yet. | | |
| | | | Their bin was missed on the normal collection and the mop up round and they are on the assisted list. | | |
| | | | Bin has been missed on multiple occasions and the mop up round. | | |
| | 1 | Creswell | Customers bin has been missed several times and is now not being collected until after Christmas as no further mop up rounds. | | |
| 1 | Hodthorpe | Customers bins have stopped being collected from the normal collection point and are sometimes left at the top of the street. | | | |
| 1 | Whaley Thorns | Burgundy Bin has not been returned to correct location and customer is not happy with the attitude of the burgundy crew | | | |
| Total informal complaints received for December 2023. Split by department | | | | | 15 |
| Total information complaints received for December 2023 | | | | | 15 |

| | | | | | |
|---|--|--|--|--|-----------|
| Total informal complaints received for Q3 2023-2024. Split by department | | | | | 63 |
| Total informal complaints received for Q3 2023-2024. Split by department | | | | | 63 |

Appendix 3 (D) (S2) Formal Complaints by Department 01/10/23 – 30/12/23

| Q3 Formal Complaints SUMMARY 2023/24 | | | | | |
|--------------------------------------|---------------------------|---|---|---------------------------------|------------------------|
| MONTH | No. of reports per parish | PARISH | Complaint Header | Service Area | Numbers Per Department |
| Oct-23 | 1 | Unknown | Complaint regarding information given regarding their housing application and BDC Housing Allocation Policy. | Contact Centre | 1 |
| | 1 | Clowne | Regarding disability inclusiveness and health and safety at the leisure centre. | Health & Safety | 1 |
| | 1 | Unknown | Complaint regarding information given regarding their housing application and BDC Housing Allocation Policy. | Housing | 1 |
| | 1 | Clowne | Regarding disability inclusiveness and health and safety at the leisure centre. | Leisure | 1 |
| | 1 | Clowne | Regarding disability inclusiveness and health and safety at the leisure centre. | Performance & Improvement | 1 |
| | 1 | Clowne | Regarding disability inclusiveness and health and safety at the leisure centre. | Property Services | 1 |
| | 1 | Clowne | Regarding a Grounds Maintenance Operative and an electrical supervisor's attitude and manner. | Housing Repairs and Maintenance | 1 |
| | 1 | Unknown | Complaint regarding Council Tax. Says they have tried to get help from the Council and they have not helped them. | Revenues | 1 |
| | 1 | Barlborough | Customer would like to complain as their bins were missed on the mop up collection. | Street Scene | 4 |
| | 1 | Clowne | Regarding a Grounds Maintenance Operative and an electrical supervisor's attitude and manner. | | |
| 1 | Westhouses | Complaint regarding their bin not being returned to the correct location and the bin crew's attitude. | | | |

Q3 Formal Complaints SUMMARY 2023/24

| MONTH | No. of reports per parish | PARISH | Complaint Header | Service Area | Numbers Per Department |
|--|----------------------------------|--------------------------|--|-------------------------------|-------------------------------|
| | 1 | Whitwell | Regarding Grounds Maintenance weed sprayer killing some of their plants. | | |
| Total formal complaints received October 2023. Split by department | | | | | 12 |
| Total formal complaints received October 2023 | | | | | 7 |
| Nov-23 | 1 | Whitwell | Regarding a noise complaint the customer does not feel Environmental Health have investigated properly and the wrong outcome has been made. | Environmental Health | 1 |
| | 1 | Stainsby | Regarding their bin being continually missed and poor communication by the Refuse department | Street Scene | 1 |
| Total formal complaints received November 2023. Split by department | | | | | 2 |
| Total formal complaints received November 2023 | | | | | 2 |
| Dec-23 | 1 | Bolsover | Issues regarding Housing Benefit, Council Tax and Tenancy for their mother. | Benefits | 1 |
| | 1 | Creswell | Did not like the Customer Advisors attitude or manner and thought they were defensive and confrontational. | align="center">Contact Centre | align="center">2 |
| | 1 | Out of Area - Meadowgate | Regarding a fixed penalty received, would like evidence and legislation. Not happy with how contact centre staff dealt with the issue and that departments were unavailable due to meetings. | | |
| | 1 | Whitwell | Ongoing Environmental Health air pollution case. Customer is not happy with the actions taken by the Officers and how investigations have been conducted amongst other issues. | Environmental Health | 1 |
| | 1 | Bolsover | Issues regarding Housing Benefit, Council Tax and Tenancy for their mother. | Housing | 2 |

Q3 Formal Complaints SUMMARY 2023/24

| MONTH | No. of reports per parish | PARISH | Complaint Header | Service Area | Numbers Per Department |
|--|----------------------------------|--------------------------|---|---------------------------------|-------------------------------|
| | 1 | Out of Area - Meadowgate | Regarding a fixed penalty received, would like evidence and legislation. Not happy with how contact centre staff dealt with the issue and that departments were unavailable due to meetings. | | |
| | 1 | Shirebrook | Landlord of a property which the Council is a leaseholder for is complaining as they believe the mould and damp is due to the condition of the external property whereas the Council inspectors have claimed it is due to improper ventilation and heating. | Property Services | 1 |
| | 1 | Blackwell | Escalated from an informal complaint. They had a fault within their electric system which they claim caused appliances to stop working. | Housing Repairs and Maintenance | 2 |
| | 1 | Unknown | Damp and mould at their daughter's property. | | |
| | 1 | Hodthorpe | Escalated from an informal complaint. Their bin presentation point has changed and they are not happy with reasons given for this. | Street Scene | 2 |
| | 1 | Whaley Thorns | Burgundy cardboard side waste was not taken. | | |
| Total formal complaints received December 2023. Split by department | | | | | 11 |
| Total formal complaints received December 2023 | | | | | 9 |

| | | | | | |
|--|--|--|--|--|-----------|
| Total formal complaints received in Q3 2023-2024. Split by department | | | | | 25 |
| Total formal complaints received in Q3 2023-2024 | | | | | 18 |

Appendix 3 (E) MP Enquiries by Department 01/10/23 to 30/12/23

Q3 MP Enquiries SUMMARY 2023/24

| MONTH | No. of reports per parish | PARISH | MP Enquiry Header | Service Area | Numbers Per Department |
|--------|---------------------------|--|---|-----------------------|------------------------|
| Oct-23 | 1 | Creswell | Regarding antisocial behaviour and fly tipping | Community Safety | 1 |
| | 1 | Out of Area (Holmewood) | Regarding streetlights that are not working | DCC | 2 |
| | 1 | Pinxton | Regarding parking in Pinxton | | |
| | 1 | Hillstown | Regarding an abandoned vehicle | Environmental Health | 2 |
| | 1 | Langwith | Regarding an unoccupied property next to their constituent. | | |
| | 1 | Pilsley | Regarding animal welfare | External Organisation | 1 |
| | 1 | Clowne | Regarding bedroom tax and housing | Housing | 6 |
| | 1 | Out of Area (Calow) | Regarding a housing application and priority banding. | | |
| | 2 | Shirebrook | Regarding a housing application | | |
| | | | Regarding homelessness and a housing application | | |
| | 2 | Unknown | Regarding a housing application | | |
| | | | Regarding Council Tenancies and Dangerous Dogs | | |
| | 1 | Clowne | Regarding an unsuccessful planning application and BDC funding for energy efficiency schemes for residential homes. | Planning | 4 |
| | 1 | Pinxton | Regarding what actions the Council are taking regarding flooding near their home | | |
| 1 | South Normanton | Regarding a Planning applications current status and the Councils comments on activity | | | |

Q3 MP Enquiries SUMMARY 2023/24

| MONTH | No. of reports per parish | PARISH | MP Enquiry Header | Service Area | Numbers Per Department |
|---|---------------------------|-----------------|---|-------------------|------------------------|
| | 1 | Whitwell | Regarding planning rules | | |
| | 1 | Bolsover | Regarding seating installation in Bolsover. | Property Services | 2 |
| | 1 | Pinxton | Regarding parking in Pinxton | | |
| | 1 | Pinxton | Regarding repairs needed at a property | Repairs | 2 |
| | 1 | Whitwell | Regarding a request for an outside door | | |
| | 1 | Clowne | Regarding bedroom tax and housing | Revenues | 2 |
| | 1 | South Normanton | Regarding council tax reduction exemption | | |
| | 1 | Creswell | Regarding antisocial behaviour and fly tipping | Street Scene | 4 |
| | 1 | Blackwell | Regarding overgrown hedges and trees | | |
| | 1 | Hilcote | Regarding a grounds maintenance request for trees and overgrown vegetation on pavements | | |
| | 1 | Whitwell | Regarding road sweepers not able to clean one side of the road due to parked cars | | |
| Total MP enquiries received in October 2023. Split by department | | | | | 26 |
| Total MP enquiries received in October 2023 | | | | | 23 |
| Nov-23 | 1 | New Houghton | Regarding antisocial behaviour at their new tenancy address. Has requested to move to a different area due to this. | Community Safety | 1 |
| | 1 | Whitwell | Regarding dangerous parking | DCC | 1 |
| | 1 | Blackwell | Regarding antisocial behaviour on their street from a Council property | Housing | 4 |
| | 1 | Bolsover | Regarding their housing application | | |
| | 1 | New Houghton | Regarding antisocial behaviour at their new tenancy address. Has requested to move to a different area due to this | | |
| | 1 | Whitwell | Regarding antisocial behaviour of one of their neighbours | | |
| | 1 | Bolsover | Regarding a road closure for the Christmas Festival | Legal | 1 |

Q3 MP Enquiries SUMMARY 2023/24

| MONTH | No. of reports per parish | PARISH | MP Enquiry Header | Service Area | Numbers Per Department | |
|--|---------------------------|--|--|----------------------|------------------------|-------------------|
| | 1 | Bolsover | Regarding a developer blocking public footpath access | Planning | 3 | |
| | 1 | Tibshelf | Regarding a lot of grassland being paved over in the area | | | |
| | 1 | Unknown | Regarding planning enforcement and a road with mud on from a development | | | |
| | 1 | New Houghton | Regarding an issue with their shower room | Repairs | 1 | |
| | 1 | Creswell | Regarding Council Tax and Recovery | Revenues | 1 | |
| Total MP enquiries received in November 2023. Split by department | | | | | 12 | |
| Total MP enquiries received in November 2023 | | | | | 11 | |
| Dec-23 | 1 | Bolsover | Wants an update on an abandoned car which has been reported previously. | Environmental Health | 2 | |
| | 1 | Glapwell | Would like to know what is happening with the overgrown hedges at the property next door that have been reported previously. | | | |
| | 1 | Bolsover | Would like to know who maintains an unmaintained alleyway. | Grounds Maintenance | 1 | |
| | 1 | Barlborough | Regarding not being allowed a 2 bedroom bungalow. | Housing | 4 | |
| | 2 | Clowne | Regarding a homelessness case | | | |
| | | | Rental arrears | | | |
| | 1 | Newton | Wanted to know the status of their Housing Application and what properties are available. | Planning | 1 | |
| | 1 | Stanfree | Would like more information on a potential breach of a planning application | | | |
| | 1 | Glapwell | Would like more information on the First Homes Scheme. | | | Property Services |
| 1 | Pleasley | Regarding the management of the dam at Pleasley/ | | | | |

Q3 MP Enquiries SUMMARY 2023/24

| MONTH | No. of reports per parish | PARISH | MP Enquiry Header | Service Area | Numbers Per Department |
|--|---------------------------|----------|--|--------------|------------------------|
| | 1 | Tibshelf | Charged for business rates before the business is operating. | Revenues | 1 |
| Total MP enquiries received in December 2023. Split by department | | | | | 11 |
| Total MP enquiries received in December 2023 | | | | | 11 |
| Total MP enquiries received in Q3 2023-2024. Split by department | | | | | 49 |
| Total MP enquiries received in Q3 2023-2024 | | | | | 45 |

Appendix 3 (F) (S3) Internal Review by Department 01/10/23 to 30/12/23

| Q3 Internal Review SUMMARY 2023/24 | | | | | |
|--|----------------------------------|---------------|---|---------------------|-------------------------------|
| MONTH | No. of reports per parish | PARISH | Internal Review Header | Service Area | Numbers Per Department |
| Oct-23 | 1 | Bolsover | The customer is not happy with the response provided and would like an internal review. | Housing | 2 |
| | 1 | Shuttlewood | The customer is not happy with the formal response and would like it to be internally reviewed by a director. | | |
| | 1 | Unknown | The customer is not happy with the response to their FOI and would like it internally reviewed. | Performance | 1 |
| Total internal reviews received in October 2023. Split by department | | | | | 3 |
| Total internal reviews received in October 2023 | | | | | 3 |
| Total internal reviews received in November 2023. Split by department | | | | | 0 |
| Total internal reviews received in November 2023 | | | | | 0 |
| Dec-23 | 1 | Unknown | The customer would like information clarifying and additional information provided. Internal review requested as they believe held back information should have been disclosed. | Performance | 1 |
| Total internal reviews received in December 2023. Split by department | | | | | 1 |
| Total internal reviews received in December 2023 | | | | | 1 |
| Total internal reviews received in Q3 2023-2024. Split by department | | | | | 4 |
| Total internal reviews received in Q3 2023-2024 | | | | | 4 |

Appendix 3 (G) Ombudsman Complaint Investigations by Department 01/10/23 to 30/12/23

| OMBUDSMAN SUMMARY Q3 2023/2024 | | | | | |
|--|---|---------------|--|---------------------|-------------------------------|
| MONTH | No. of reports per parish per Department | PARISH | Ombudsman Header | Service Area | Numbers Per Department |
| October | | | | | |
| Total ombudsman received October 2023. Split by department | | | | | 0 |
| Total ombudsman received October 2023 | | | | | 0 |
| November | 1 | Clowne | Mr X complained about the conduct of a councillor which Mr X said could result in sensitive information being available to the public under freedom of information rights. Mr X is unhappy that the Council decided not to progress the complaint. | Councillors | 1 |
| Total ombudsman received November 2023. Split by department | | | | | 1 |
| Total ombudsman received November 2023 | | | | | 1 |
| December | | | | | |
| Total ombudsman received December 2023. Split by department | | | | | 0 |
| Total ombudsman received December 2023 | | | | | 0 |
| Total Ombudsman received Q3 2023-2024. Split by department | | | | | 1 |
| Total Ombudsman received Q3 2023-2024 | | | | | 1 |