

Bolsover District Council

Meeting of the Customer Services Scrutiny Committee on 3rd June 2024

**Customer Service Standards/ Compliments, Comments and Complaints
Report 2023/24 1st January 2024 to 31st March 2024 and Annual Summary**

Report of the Portfolio Holder for Health and Wellbeing

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

PURPOSE/SUMMARY OF REPORT

- To provide information on the Council's performance in relation to its customer service standards.
 - To provide information on the effective management of complaints and customer requests which is central to excellent customer service and the Council can use to improve its services.
 - To provide information on the number of compliments, comments and complaints for the period 1st January 2024 to 31st March 2024
 - To provide an Annual Summary on the above for 2023/24.
 - 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) Telephony via option 2 and 3 242424

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

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

Cumulatively performance is 79% over 2023/24, which exceeds the target of 65%.

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

Benefits ‘direct dial’ achieved 93% for quarter 4.

Cumulatively performance is 92% over 2023/24, which exceeds the target of 78%.

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

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

Contact Centres achieved 75% for quarter 4.

Cumulatively performance is 80% over 2023/24 which has met the target of 75%.

E-mails

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

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

For this reporting period, 1st January 2024 to 31st March 2024:

- 8,804 email enquiries (in Q4) from the public were received through enquiries@bolsover.gov.uk
- All were acknowledged within one working day

- 100 % were replied to in full within 8 working days cumulatively for Q4.

2022/23 There were more e-mails (34,885) compared to (31,191) in 2022/23 and this continues to be a popular method of contact.

Live Chat

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

Contact Centres achieved 91% for quarter 4.

Cumulatively performance is 93% over 2023/24 which is above the target of 75%.

2.1.3 Corporate Telephone Standard (Appendix 2)

Total received calls to the authority (direct dial internal/external not via 242424)

Target - 93% to be answered within 20 seconds

Appendix 2 shows the performance for Q4 1st January 2024 and 31st March 2024.

The report identifies Quarter 4 85% of incoming calls are being answered corporately within 20 seconds cumulatively.

Cumulatively performance is 87% for 2023/24 which is below target of 93%.

Target – 5% Unanswered Calls (Abandoned)

Appendix 2 shows the performance for Q4 1st January 2024 and 31st March 2024 quarterly period.

The report identifies Quarter 4 6% of all incoming calls are not being answered.

Cumulatively performance is 10% for 2023/24 which is above the target of 5%.

2.2 Compliments, Comments and Complaints

Compliments

Appendix 3 (A) shows the number of written compliments received for the period by department. In total **55** written compliments were received during Q4 1st January to 31st March 2024. Compliments were received from customers who appreciated excellent service.

Comments

Appendix 3 (B) shows the number of written comments received for the period Q4 1st January to 31st March 2024, **12** 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 **45** complaints were recorded on the Customer Information System (33) and Open Housing Repairs system (12) for the period Q4 1st January to 31st March 2024.

89% of which were responded to within our customer standard of 3 working days.

Formal Investigation (stage two)

Appendix 3 (D,E) shows the number of Formal Investigation complaints and M.P. enquiries received by department, **26** formal complaints Q4 1st January to 31st March 2024 and **42** 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.

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 were responded to within the standard of 20 working days.

Ombudsman

1 Ombudsman complaint was received for investigation during Q4 period
- No fault was found by the Housing Ombudsman.

Annual Summary for 2023/24

The following tables provide a summary of performance for compliments, comments and complaints for 2023/24, with comparative data from previous years.

Volume and Performance

Volume by type	2023/24 Total	2022/23 Total	2021/22 Total	2020/21 Total
Compliments	203	160	187	228
Comments	33	24	23	97
M.P. enquiries	213	235	126	28
Informal Complaints (S1)	265	311	447	217
Formal Complaints (S2)	103	116	117	175
Internal Review Complaints (S3)	27	27	39	35
Total	844	873	938	563
% Comments acknowledged within standard (target 3 working days)	100%	100%	100%	100%
% Stage 2 responded to within standard (target 97%)	98%	88%	91%	94%
Average response in days (target 15 working days)	9	10	11	10
% Stage 3 responded to within standard (target 100%)	100%	92%	82%	94%
Average response in days (target 20 working days)	12	18	16	16

When comparing 2023/24 to the previous year 2022/23, the following is noted:

- There were more written compliments.
- We have received slightly more comments.
- We have received slightly less frontline resolution (S1) complaints.
- Received a reduction in formal investigation (S2) complaints and M.P. enquiries.
- Received same as previous internal review (S3) complaints however still lower than previous years
- Improvement around average response and within target timeframes

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

Complaints Feedback

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

Due to the significant reduction in average days to respond to written complaints and meeting the target for % responses service areas, it is positively acknowledged the improvements to the administration of complaints and the service areas proactive responses and investigations to enable the Complaints Officer to produce a response for the complainant.

A revised CCC Policy which was approved and implemented April 2024, may have an impact on performance due to the reduction in response timeframes and requirements by the LGSCO & HO. In addition, the Social Housing Regulator identified an error within the Policy para 4.14, there is no longer timeframe of 8 weeks elapsed time before the HO will investigate, DD to be submitted for approval to amend.

A first Self-Assessment and Annual Complaint Handling / Service Improvement Report is to be submitted to the HO before the 30th June 2024, copy for reference (appendix 4).

3. Reasons for Recommendation

- 3.1 To note the overall performance on Customer Service Standards and Compliments, Comments and Complaints and to also note the content of Housing Ombudsman Self-Assessment to ensure corporate compliance with the new HO Code and amendments to the CCC Policy.

4 Alternative Options and Reasons for Rejection

- 4.1 None

RECOMMENDATION

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

Approved by Councillor M Dooley Portfolio Holder for Health & Wellbeing

IMPLICATIONS:

Finance and Risk: Yes No

Details:

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

On behalf of the Section 151 Officer

Legal (including Data Protection): Yes No

Details:

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

On behalf of the Solicitor to the Council

Environment:

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

Details:

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

Staffing: Yes No

Details:

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

On behalf of the Head of Paid Service

DECISION INFORMATION

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

District Wards Significantly Affected	All
<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>

Links to Council Ambition: Customers, Economy and Environment.
<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 2023/24
2.	Telephony performance 2023/24
3.	<p>Compliments, Comments and Complaints:</p> <p>A. Compliments by department 01/01/24 – 31/03/24 and Annual Summary chart</p> <p>B. Comments by department 01/01/24 – 31/03/24</p> <p>C. Frontline resolution complaints by department 01/01/24 – 31/03/24 and Annual Summary chart</p> <p>D. Formal Investigation complaints 01/01/24 – 31/03/24 and Annual</p>

	Summary chart E. M.P Enquiries 01/01/24 – 31/03/24 and Annual Summary chart F. Internal Review complaints by department 01/01/24 – 31/03/24 and Annual Summary chart G. Ombudsman Investigations 01/01/24 – 31/03/24 and Annual Summary chart
4	Housing Ombudsman Self-Assessment

Background Papers
None

APPENDIX 1 – Customer Service Standards Monitoring 01/04/23 – 31/03/24

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	22,819	85%	18,765	75%	84%	93%	8,804	100%	100%	773	91%	26	100%	42	100%
Quarter 4 Cumulative	94,125	87%	70,103	80%	79%	92%	34,885	100%	100%	2,852	93%	103	99%	213	98%

APPENDIX 2 – Telephony Performance 01/04/23 – 31/03/24

2023/24 Q1 & Q2 April - Sept 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 Fiance & 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	13%	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	11%	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%
QUARTER TOTAL	25206	23863	20715	87%	1343	15%	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)

Service areas not meeting Target

2023/24 Q3 & Q4 Oct to Mar Target - 93% to be answered within 20 seconds Target - 10% Unanswered Calls (Abandoned)	Q3						Q4						
	Department (by directorate)	Total Calls Received	Total Calls Answered	Total Calls Answered within 20s	% Answered within 20s	Abandoned /Lost calls	% Abandoned calls	Total Calls Received	Total Calls Answered	Total Calls Answered within 20s	% Answered within 20s	Abandoned /Lost calls	% Abandoned calls
Services													
Services Director Executive, Governance, Customer Services & Partnerships	22	15	10	45%	7	32%	25	13	11	84%	12	48%	
Customer Services	109	83	80	73%	26	24%	143	108	103	95%	35	24%	
HR & Payroll	230	200	195	85%	30	13%	180	166	164	98%	14	8%	
Partnership Team	11	8	7	64%	3	27%	9	3	3	100%	6	67%	
Communications	80	78	78	98%	2	3%	102	97	97	100%	5	5%	
Executive	2	0	0	0%	2	100%							
Services Director Fiance & Section 151 Officer	15	15	15	100%	0	0%	21	20	20	100%	1	5%	
Finance & Accountancy	216	208	205	95%	8	4%	192	186	185	99%	6	3%	
Revenues & Benefits	8103	8081	6753	83%	22	0%	9958	9937	8726	87%	21	0%	
ICT	975	923	781	80%	52	5%	1125	1088	935	85%	37	3%	
Audit	0	0	0	0%	0	0%							
Services Director Corporate & Legal Services and Monitoring Officer	13	12	12	92%	1	8%	35	32	32	100%	3	9%	
Elections	135	80	76	56%	55	41%	117	78	75	96%	39	33%	
Governance	90	78	77	86%	12	13%	90	82	81	98%	8	9%	
Legal	9	8	8	89%	1	11%	16	16	16	100%	0	0%	
Procurement	87	68	60	69%	19	22%	77	61	59	96%	16	21%	
Performance & Improvement	80	78	78	98%	2	3%	51	36	36	100%	15	29%	
Scrutiny	9	9	9	100%	0	0%	8	8	8	100%	0	0%	
Total	10186	9944	8444	83%	242	2%	12149	11931	10551	87%	218	2%	

Strategy												
Strategic Director of Services	25	23	23	92%	2	8%	25	24	24	100%	1	4%
Assistant Directors	46	41	41	89%	5	11%	31	23	23	74%	8	26%
Planning & Planning Policy	767	729	685	89%	38	5%	823	772	723	88%	51	6%
Environmental Health (50%)	2316	2240	1839	79%	76	3%	1193	1144	955	42%	49	4%
Housing Management & Enforcement	2848	2500	2309	81%	348	12%	2972	2715	2613	88%	257	9%
Corporate Health & Safety	54	33	33	61%	21	39%	57	38	38	100%	19	33%
Street Scene	1687	1493	1417	84%	194	11%	1594	1428	1350	92%	166	10%
Leisure, Health & Well Being	1303	1069	1034	79%	234	18%	1495	1112	1079	97%	383	26%
Total	9046	8128	7381	82%	918	10%	8190	7256	6805	83%	934	11%
Total BDC	19232	18072	15825	82%	1160	6%	20339	19187	17356	85%	1152	6%
Dragonfly												
Dragonfly Development Ltd	3	1	1	33%	2	67%	1	1	1	100%	0	0%
Repairs	4091	3860	3552	87%	231	6%	3009	2696	2442	90%	313	10%
Economic Development	48	37	37	77%	11	23%	71	56	53	94%	15	21%
Facilities	261	253	251	96%	8	3%	203	199	198	99%	4	2%
Property & Commercial	407	337	332	82%	70	17%	352	323	320	99%	29	8%
Property Services	397	389	378	95%	8	2%	370	357	352	98%	13	4%
Engineers	1	0	0	0%	1	100%	2	0	0	0%	2	100%
Total	5208	4877	4551	87%	331	6%	4008	3632	3366	84%	376	9%
QUARTER TOTAL	24440	22949	20376	83%	1491	6%	24347	22819	20722	85%	1528	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)

Service areas not meeting target

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

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

Q4 COMPLIMENTS SUMMARY 2023/24						
MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department	
Jan-23	2	Bolsover	The Customer Advisor was helpful, efficient and resolved the query quickly and accurately.	Contact Centre	4	
			Wanted to thank all those involved in getting their heating back on			
	1	Shirebrook	Customer advisor thanked the contact centre advisors for their efficiency and said it was best customer service in many years.			
	1	South Normanton	Customer would like to thank the Customer Advisor who helped them make a housing application. The Customer Advisor was wonderful, kind, patient and a lovely person. It was a pleasure to spend time with her.			
	1	Bolsover	Customer wanted to thank the Homeless Triage Officer for all their help on a Homeless case.		Housing	2
	1	Shirebrook	Customer would like to thank the Homeless Triage Officer for all their support including emotional support and they are a lovely human being.			
	1	Bolsover	Customer would like to thank the Engineering Technician who kept them informed regarding the new street signage.		Property Services	1
	1	Bolsover	Wanted to thank all those involved in getting their heating back on		Repairs	3
	1	Creswell	Customer would like to thank the Senior Repairs Co-ordinator for all their assistance in getting their wet room installed and radiator fitted in their kitchen quickly.			
	1	Tibshelf	Workman who attended for a repair was lovely and very polite.			
	1	Clowne	Would like to thank the Senior Recovery Officer for being helpful, understanding and supportive.		Revenues	1
	2	Barlborough	Wanted to thank the Refuse member of staff who assessed their broken bin. Their manner was lovely and they explained both options (repair or replace). They are very happy with the service and they were very attentive. They also made the customer feel at ease..		Street Scene	6
			Customer would like to compliment the Grounds Maintenance department for completing work to a satisfactory standard.			
	2	Bolsover	Customer would like to compliment the work done by the Grounds Maintenance Team on their road, they have also left the area very tidy.			
Thanked the Grounds Maintenance team for doing a cracking job cutting down the hedge at the back of their flat.						
1	Glapwell	The Refuse crew team members who collected their mop up bin were very polite.				

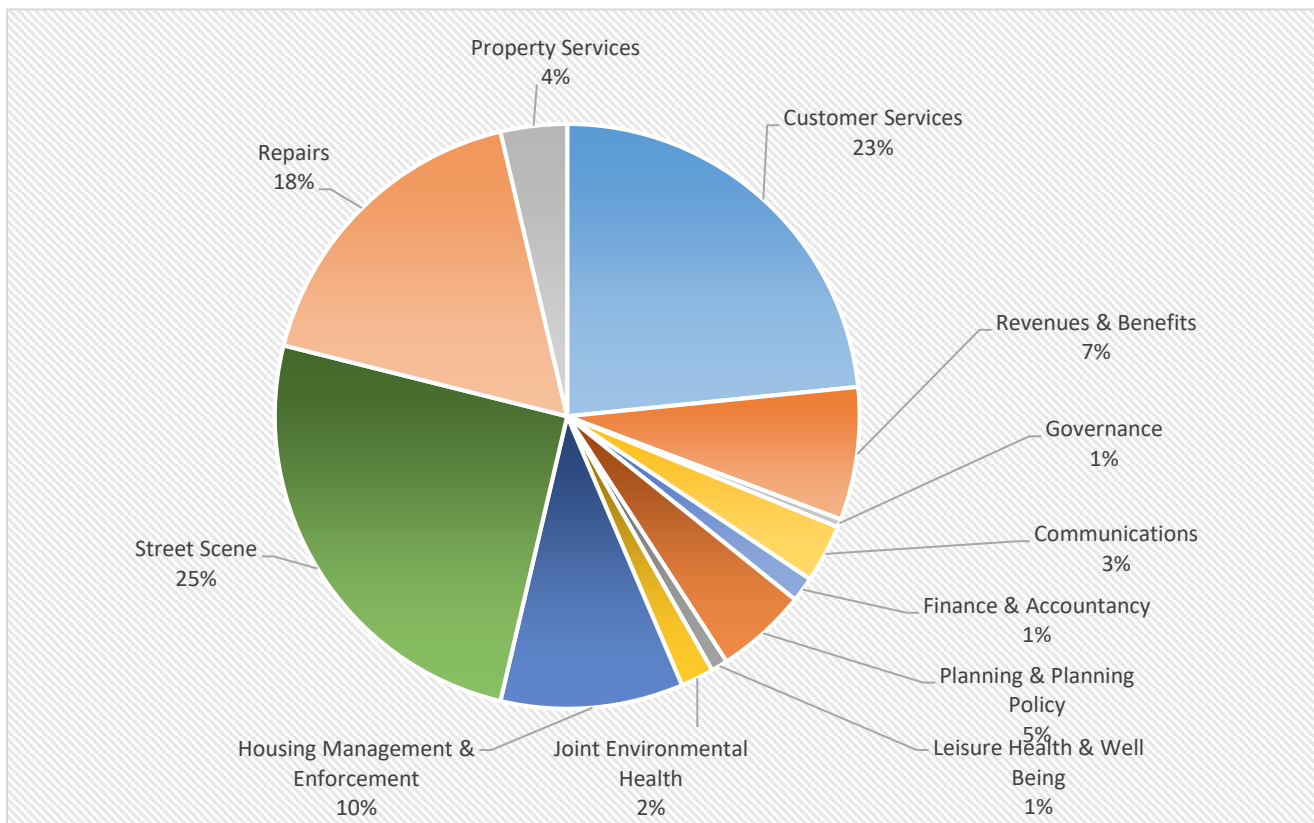
	1	Shirebrook	Customer would like to thank the Refuse department for their prompt service.		
Total compliments for January 2024. Split by department					17
Total compliments for January 2024.					16
Feb-24	1	Hodthorpe	Would like to thank all officers who have been involved in their Housing application process to them receiving a property.	Contact Centre	6
	1	Newton	Customer wanted to thank the lovely, helpful Customer Advisor who helped them at one of the Contact Centres.		
	1	Out of Area - Sedgebrook	They would like to thank the Customer Advisor who dealt with their enquiries. The advisor was polite, extremely helpful and dealt with me in a very friendly manner, they are a asset to the Council.		
	2	Shirebrook	Customer wanted to thank a Customer Advisor for their help on getting onto the assisted bin list and the Refuse Co-ordinator who went through the documents needed with them.		
			Would like to thank the Customer Advisor Who helped them at the Contact Centre.		
	1	Unknown	The customer would like to thank a Customer Advisor for all their help when they presented themselves as Homeless at South Normanton Contact Centre. The Customer was not the responsibility of this Council but the Customer Advisor ensured they had phone charge to answer the other Council's calls and gave them a food voucher.		
	1	Glapwell	Wanted to thank the Pest Controller for their excellent assistance and advice.	Environmental Health	1
	1	Hillstown	Customer was really impressed with the safe and secure service and wanted to pass on their thanks.	Housing	3
	1	Hodthorpe	Would like to thank all officers who have been involved in their Housing application process to them receiving a property.		
	1	Scarcliffe	Customer would like to thank the Careline Officer who contacted them after their mothers accident.		
	1	Clowne	Had issues for 8 days with their water authority, the Council's drainage team managed to sort the issue within 2 hours.		
	1	Paltrerton	The Repairs Operative that visited was pleasant efficient and has done a top class job. The customer wanted to pass on their thanks.	Repairs	3
1	Shirebrook	Would like to thank the operative who fixed their radiators this morning, they were lovely, chatty, respectful and overall just amazing.			
1	Unknown	Would like to thank the contractors operatives who fitted their wet room. They were very polite, explained well and cleaned up. They have done a really good job, are very professional and are a credit to their company.			
1	Out of area - Wingerworth	Would like to thank the Senior Revenues Officer for their advice.	Revenues	5	

	1	South Normanton	Would like to thank the Senior Revenues Officer for their help with their Council Tax.		
	3	Unknown	Would like to thank the Senior Revenues Officer for their help, it has really made a difference to their recovery.		
			Thanked the Senior Revenues Officer for their help, they really appreciated it.		
			Thanked the Principal Billing and Recovery Officer profusely advising their help made a huge difference to their finances and caused a reduction in stress.		
	1	Bolsover	The bin crew emptied the bins with minimum fuss and noise both efficiently and quickly. They believe this work should be appreciated and recognised and would like to thank the operatives.	Street Scene	7
	2	Newton	Customer would like to thank one of the Refuse operatives who helped get their bin out and arranged for it to be emptied, they also advised them about the assisted bin list.		
			Waste and Recycling Manager was helpful and polite in resolving their issue.		
	1	Out of Office - Wingerworth	Thanked the Grounds Maintenance team for being very efficient removing debris from a road, they really appreciate it.		
	1	Shirebrook	Customer wanted to thank a Customer Advisor for their help on getting onto the assisted bin list and the Refuse Co-ordinator who went through the documents needed with them.		
	1	South Normanton	Would like to thank the Grounds Maintenance team for clearing brambles off roads.		
	1	Stanfree	Thanked the Refuse department for emptying their bin and advising of the bin collection dates.		
Total compliments for February 2024. Split by department					26
Total compliments for February 2024.					24
Mar-24	1	Blackwell	Customer would like to pass their appreciation on for how helpful the Customer Advisor was resolving their bin issue. The Advisor was very knowledgeable, helpful and explained what they had done incorrect.	Contact Centre	7
	2	Bolsover	Customer wanted to thank the Customer Advisor who helped them on reception. They were very helpful and lovely.		
			Customer advised that the two Customer Advisors who helped them in the Contact Centre were very helpful and patient.		
	1	Langwith Junction	Would like to thank the Contact Centre Team for being as friendly and courteous as always.		
	1	Out of Area - Bath	The Customer Advisor who dealt with their request was cheerful and efficient. They have also stated that all the staff they have spoken with have been the same all friendly, helpful and quick.		
1	Shirebrook	Customer came in and thanked the Customer Advisor and Ranger for a quick prompt action on helping remove a vehicle blocking mobility access			

1	Whitwell	Wanted to thank the Customer Advisor for their assistance in getting a bus pass.		
1	Hodthorpe	Customer would like to thank the Pest Control Officer for getting rid of rats at their property. They have had numerous people in the past who haven't managed the job. Now the issue is resolved they and their dog are very happy!	Environmental Health	1
1	Clowne	Customer thanked the Senior Technical Officer for the very fast turn around, the work they sent looked fabulous.	Finance	1
1	Shirebrook	Customer came in and thanked the Customer Advisor and Ranger for a quick prompt action on helping remove a vehicle blocking mobility access	Housing	1
1	Bolsover	Would like to thank the Asset Management Inspector for all they have done for them.	Repairs	4
1	Creswell	Customer wanted to thank the Repair Operatives who fitted them a new bathroom. They were brilliant, very helpful and informative.		
1	Shirebrook	Customer would like to thank the Refuse department for actioning their mothers permission request so quickly.		
1	Tibshelf	Customer would like to thank the Repairs Workmen for sorting out their outside toilet and doing a fab job		
1	Out of Area - Ashby De La Zouch	The customer wanted to pass on their thanks to the Revenues department for tracking them down to issue a refund, it was something they were not expecting and it helps them in the cost of living crisis.	Revenues	1
1	Bolsover	Customer would like to thank all the Grounds Maintenance Operatives for who cut their hedge as they did a fantastic job.	Street Scene	1
Total compliments for March 2024. Split by department				16
Total compliments for March 2024.				15

Total compliments for Q4 2023-2024. Split by department				59
Total compliments for Q4 2023-2024.				55

A - Percentage of Compliments received by department 2023/24



A - Compliments recorded by department 01/04/23 – 31/03/24		
Services Directorate	Customer Services	51
	Revenues & Benefits	16
	Governance	1
	Communications	7
	Finance & Accountancy	3
	Legal	
Strategy Directorate	Performance & Improvement	
	Planning & Planning Policy	11
	Leisure Health & Well Being	2
	Joint Environmental Health	4
	Housing Management & Enforcement	22
	Street Scene	55
Dragonfly Development Ltd	Corporate Health & Safety	
	Repairs	38
	Property Services	8

Compliments Included :	
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 all together, it is really an invaluable service. It bridges the 'gap' between the Council and residents/businesses.	Communications.
Customer would like to thank the Customer advised for their help with their housing application. The advisor was wonderful and listened very well.	Contact Centre
Customer has complimented the Customer Advisors. They said it's easy to get the help needed, staff are always very friendly, helpful and nothing is too much trouble. No bad attitudes.	Contact Centre
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
Customer would like to thank the ranger for fitting the safe and secure system at their property as they felt really vulnerable with anti-social behaviour teenagers around. They are amazed that the council do this and were also really happy with their advice.	Housing
Would like to thank the Planning Officer for their quick work and has commented that the way the application has been managed is the best they have experienced from a local authority in some time.	Planning
Customer would like to thank the Business Centres Manager and the Business Estate Officer for providing an exceptional experience during the tenancy. Their dedication and care were evident from day one, and they consistently went above and beyond to ensure the needs were met. From prompt communication to resolving any issues efficiently, their professionalism and attention to detail were truly commendable.	Property Services
Would like to thank the operative who fixed their radiators this morning, they were lovely, chatty, respectful and overall just amazing.	Repairs
Customer would like to pass on their compliments to the two plumbers who attended their property for work to be carried out. They were polite, did a good job and cleaned up after themselves. Superb is the word they wish to use!	Repairs
Customer would like to thank the Recovery section for always being so understanding and helping them to pay off their balance. They are very grateful for everything the team has done for them. Customer teared up on the phone as the Council have always been so lovely.	Revenues
Customer would like to thank the recycling coordinator as they went above and beyond their duties, they were helpful, listened and solved the customers problems in one visit. Customer commented that they are an invaluable asset to Bolsover District Council.	Street Scene
Wanted to thank the Refuse member of staff who assessed their broken bin. Their manner was lovely and they explained both options (repair or replace). They are very happy with the service and they were very attentive. They also made the customer feel at ease.	Street Scene

Appendix 3 (B) Comments by Department 01/01/24 – 31/03/24

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

Q4 COMMENTS SUMMARY 2023/24					
MONTH	No. of reports per parish	PARISH	Comment Header	Service Area	Numbers Per Department
Jan-23	1	Barlborough	The bin collection email reminders over the festive period were not correct and failed to mention several points.	Communications	3
	1	Bolsover	Customer thinks that the Council's website should have information regarding the smoke free area such as fuels which are allowed.		
	1	New Houghton	Regarding Communications producing an information or awareness notice that can be sent around or put online reminding residents to keep litter safely stowed away on their properties or to use litter bins if out and about.		
	1	South Normanton	Customer has advised the Relay UK system is not working to contact the Council and would like to know about the possibility of laminated cards for hearing impaired customers.	Contact Centre	1
	1	South Normanton	Customer has advised the Relay UK system is not working to contact the Council and would like to know about the possibility of laminated cards for hearing impaired customers.	Performance	1
	1	Whitwell	Waited in all day for a repair only to chase up and find an urgent repair came in so they postponed the job. Thinks they should let customers know if this happens.	Repairs	1
	2	Barlborough	The bin collection email reminders over the festive period were not correct and failed to mention several points. Customer would like the repairs department to raise a safety concern and request all works are undertaken with correct risk assessment and method statement.	Street Scene	2
Total comments received for January 2024. Split by department					8
Total comments received for January 2024.					6
Feb-24	1	Unknown	Customer would like to ask the Council to double check letters before they are sent, be more deaf aware and have more disability training.	Equalities	1
	1	Unknown	Customer would like to ask the Council to double check letters before they are sent, be more deaf aware and have more disability training.	Revenues	1
	1	Barlborough	Would like to advise the bin crew are not listening to the recycling policy as they have thrown them in with the rest of the recycling.	Street Scene	2

	1	Bolsover	Customer called to ask if plastic pet food pouches could be recycled as not stated on calendar or website. Refuse confirmed it can be recycled under soft plastics and placed in a carrier bag. Can these be added onto the website and be added to the new calendars before they are printed.		
Total comments received for February 2024. Split by department					4
Total comments received for February 2024.					3
Mar-24	1	Clowne	Customer has made comments regarding Housing Benefit for privately rented properties.	Benefits	1
	1	Whitwell	Customer had a reminder for a bill which they paid several months earlier. They wanted the Finance department to be aware of this as it caused upset which could have been avoided.	Finance & Accountancy	1
	1	New Houghton	Customer has suggested that unmarked Bolsover Council vehicles and the officers in them can be identified.	Repairs	1
Total comments received for March 2024. Split by department					3
Total comments received for March 2024.					3

Total Comments for Q4 2023-2024. Split by department					15
Total Comments for Q4 2023-2024.					12

APPENDIX 3 (C) – (S1) Frontline Resolution Complaints by Department 01/01/24 – 31/03/24

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

Informal Complaints Summary Q4 2023-2024					
MONTH / YEAR	No. of reports per parish per Department	PARISH	Informal Complaint Header	Service Area	Numbers Per Department
Bolsover District Council January 2024	1	Bolsover	Customer did not like the Customer Advisor's attitude.	Contact Centre	1
	1	Glapwell	Customer had a pest control appointment who put bait down and their dog has eaten the bait. They would like compensation for the vets bill.	Environmental Health	2
	1	Shirebrook	Customer has been reporting their neighbours dog barking for 12 years and nothing action has been taken by the Environmental Health department.		
	1	Bolsover	Customer is complaining about a Central Control operative who refused to help with reporting the matter.	Housing	4
	1	Clowne	Customer was assured that the flooding grant would be processed and paid within a week. They were then unable to contact the Housing Needs Officer before the Christmas break and still did not receive the grant which all their neighbours had.		
	1	Creswell	Not happy with the information given to them by the Income Management Assistant. Also did not like their attitude and thought they were not helpful.		
	1	Shuttlewood	Customer complaining about an unplanned ranger visit. Thinks its because they made a formal complaint.		
	2	New Houghton	Customer believes an officer has been unhelpful with their issues.	Property Services	2
		New Houghton	Customer had a leak caused by work to their roof, does not feel like they were helpful at the time.		
	1	Bolsover	Had an emergency out of hours repair on Friday but the contractor did not turn up. BDC has gone today to resolve issue but customer would like to know why contractors did not attend.	Repairs	3

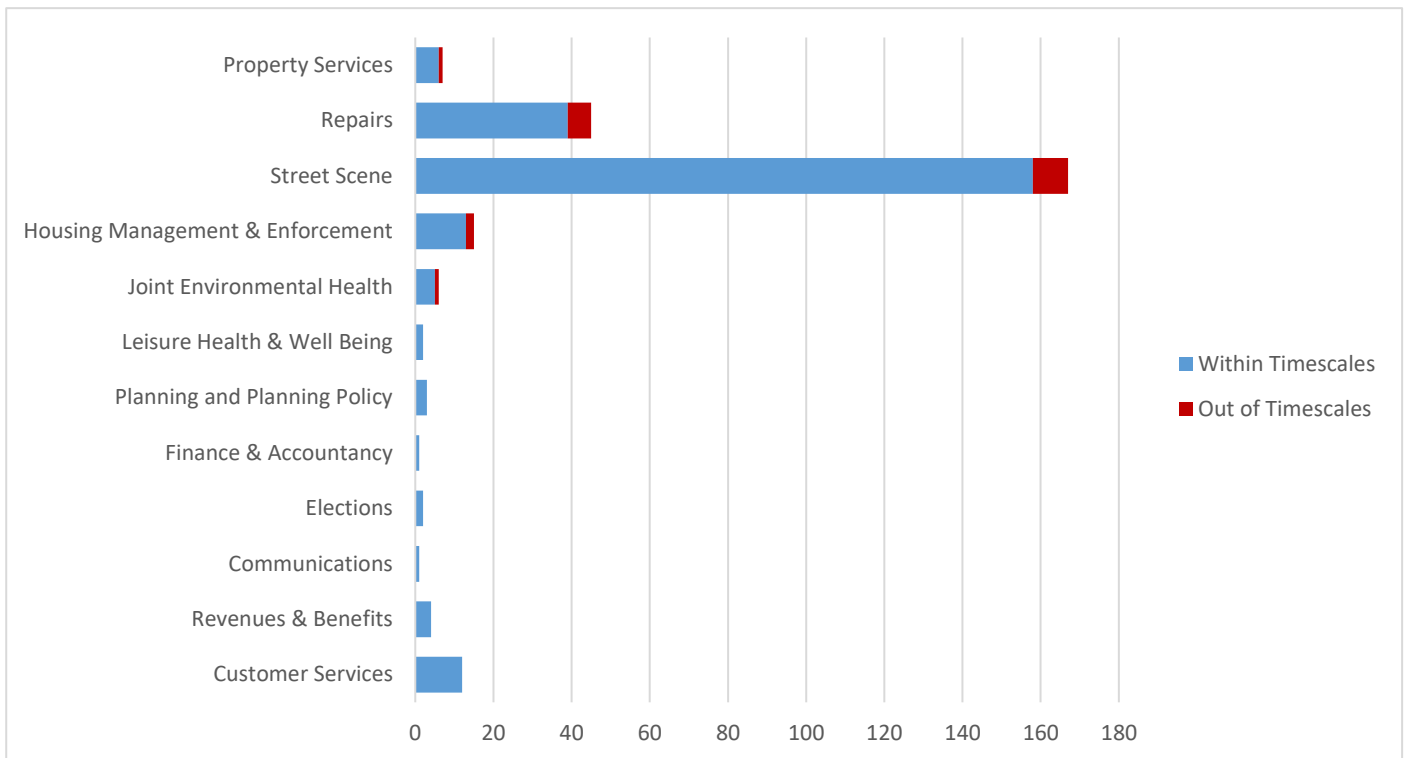
	2	Clowne	Noticed that their glasses were misshapen after the repairs operative had been. There might be a charge to have them fixed which they will let the Council know about.		
	2	Clowne	Contractor visited a day late and could not fix the door. They returned the next day and still did not have the correct parts. They door will not properly close and it is very cold outside. The customer feels they should have not left with an unsecure door.		
	2	Barlborough	Customer reporting that their bins are regularly missed and is annoyed they have to keep reporting it. Were told it would be collected on a date and it was not.	Street Scene	12
		Barlborough	Customer ordered a new bin and has still not received one month later.		
	2	Bolsover	Customer is not happy that their bins have not been delivered and side waste has not been collected.		
	2	Bolsover	Customer still hasn't received replacement black bin after two years. They have been using a broken bin and recently the bin lorry swallowed the bin and it hasn't been replaced at all.		
	1	Clowne	Customers bin was not emptied on the mop up		
	3	Creswell	Customers bins are regularly missed.		
		Creswell	Customer wanted to swap an item of the same size on the bulky collection as an item was removed overnight. This was not allowed and they feel the policy is outdated and should allow discretion.		
		Creswell	Customers bins are regularly missed.		
	1	Pleasley Vale	Customer is unhappy that their black bin is being continually missed. They have cameras and has not seen the crew come near their lane.		
	1	Shirebrook	Customers recycling bin is not collected regularly. The residents are also on the assisted collection so should have this taken for them.		
	1	South Normanton	Customers bulky collection was not collected.		
	1	Stainsby	The customers waste was spilled all into the road after the bin collection.		
Total informal complaints received for January 2024. Split by department					24
Total information complaints received for January 2024					24

Bolsover District Council February 2024	1	Bolsover	Customer has chased the Housing department several times but has still not received a call back.	Housing	1
	1	Whitwell	Was not happy with the manner of one of the Engineers	Property Services	1
	1	Creswell	The tenant is suffering from mould within a room which the inspector advised was due to incorrect ventilation despite the tenant raising concerns they believed it was due to another issue. Following the contractors visit today they have advised that a previous repair had caused water ingress. They would like the problem resolving and for the Council to organise redecoration.	Repairs	3
	1	Langwith	Tenants granddaughter has called to complain regarding the plastering work carried out.		
	1	South Normanton	Had multiple issues with a window being loose and bad condensation. Had multiple repairs but issues continue, they would like old windows replacing.		
	1	Barlborough	Grounds Maintenance operative drove over their grass and did not apologise.	Street Scene	7
	1	Bolsover	Customer has called chasing a tree cutting request for 3 years but they have heard nothing back. The tree blocks sunlight and leaves block their gutters. It has now caused two leaks in the property.		
	1	Clowne	Customers bin has been missed on the last two occasions. They are using recyclable bin bags and this issue has happened previously.		
	2	Creswell	Customers relatives bin has not been returned to the correct location and the Refuse department have informed them they cannot return due to resources.		

		Creswell	Ongoing issues regarding their burgundy bin collection.		
	1	Shirebrook	Refuse lorry has reversed into and damaged customers gate.		
	1	Whaley	Multiple issues with a assisted missed bin collection.		
Total informal complaints received for February 2024. Split by department					12
Total information complaints received for February 2024					12
Bolsover District Council March 2024	1	Bolsover	Complaint that the plaster has begun cracking and that they were left without heating and hot water whilst their boiler was fixed following a CO2 leak.	Repairs	6
	1	Clowne	Customer has advised the have not been informed of the date of their appointment and the job is nearly outside of its target date. They also now have a brown stain on their rug due to the radiator leak.		
	1	Glapwell	The tenant is not happy that the Council do not deal with rusty flaky radiators as due to them being elderly they cannot do it themselves.		
	1	South Normanton	Pipes have been rattling in the building since the void flat has had repairs. It is preventing them from sleeping. They are unhappy that the Ranger was unable to fix this and think that an out of hours plumber should fixed this or they should have been given temporary accommodation until the issue was resolved.		
	1	Stanfree	Tenant advised they were not informed about the gas servicing appointment date and that a removeable box built by them had been ripped out. They are also awaiting parts for the boiler.		
	1	Whitwell	Tenant wanted to complaint about the repair done to their fence.		
	1	Bolsover	Customers black bin keeps being missed.	Street Scene	3
	1	Langwith Junction	Ongoing issues regarding their burgundy bin collection.		
	1	South Normanton	Ongoing issues regarding their assisted burgundy bin collections.		
Total informal complaints received for March 2024. Split by department					9
Total information complaints received for March 2024					9

Total informal complaints received for Q4 2023-2024. Split by department					45
Total informal complaints received for Q4 2023-2024.					45

C - Number of Frontline Resolutions (Stage 1) within target (working days) by Department 01/04/23 – 31/03/24



C - Number of Frontline Resolutions (Stage 1) complaints 01/04/23 – 31/03/24		Number
Services Directorate	Customer Services	12
	Revenues & Benefits	4
	Communications	1
	Elections	2
	Finance & Accountancy	1
Strategy Directorate	Planning and Planning Policy	3
	Leisure Health & Well Being	2
	Joint Environmental Health	6
	Housing Management & Enforcement	15
	Street Scene	167
Dragonfly Development Ltd	Repairs	45
	Property Services	7

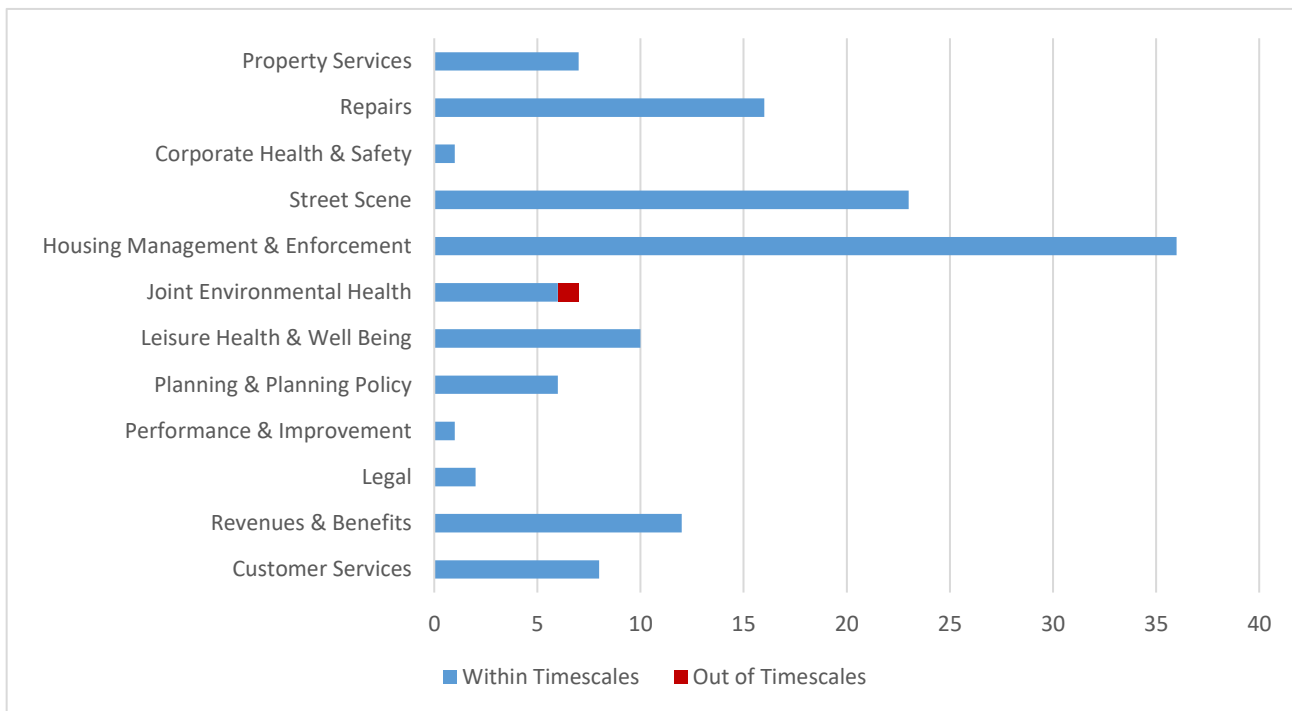
Appendix 3 (D) (S2) Formal Complaints by Department 01/01/24 – 31/03/24

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

Q4 Formal Complaints SUMMARY 2023/24					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
Jan-24	1	Bolsover	Customer is not happy they received a letter from an Environmental Health Officer regarding an accumulation of waste at their property when they did not have any.	Environmental Health	2
	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.		
	1	Sutton-in-Ashfield	MP raised formal complaint on behalf of their constituent regarding their Housing Application.	Housing	1
	1	Blackwell	Disputing their Right to Buy discount figure and how it has been dealt with.	Legal	2
	1	Bramley Vale	An officer did not respond to their email.		
	1	Creswell	Customers bins keep being missed.	Street Scene	1
Total formal complaints received January 2024. Split by department					6
Total formal complaints received January 2024					6
Feb-24	1	Newton	Customer has complained that their recycling bin was missed due to somebody fly tipping in it and that the Customer Advisor they spoke with was not very helpful.	Contact Centre	1
	1	Bolsover	Customer would like to complain about all the issues they have had at their Council property. They believe they should be offered to move properties.	Housing	1
	1	Clowne	Customer would like to complain that the Council failed to record pre application advice	Planning	1
	1	Bolsover	Customer would like to complain about all the issues they have had at their Council property. They believe they should be offered to move properties.	Housing Repairs and Maintenance	1
	1	Bolsover	Customer is not happy that they received a response one day before the Summons date, they also don't believe it has been issued lawfully.	Revenues	2
	1	Stanfree	Customer has received correspondence from Council Tax which has been stressful, confusing and accusatory.		
1	Newton	Customer has complained that their recycling bin was missed due to somebody fly tipping in it and that the Customer Advisor they spoke with was not very helpful.	Street Scene	1	
Total formal complaints received February 2024. Split by department					7
Total formal complaints received February 2024					5

Mar-24	1	Bolsover	Customer would like to complain about a Planning Enforcement case.	Environmental Health	1
	1	Bramley Vale	Customer is complaining that their Council tenant neighbours are running a business from home, are parking inconsiderately and that the Ranger looked into their garden invading privacy.	Housing	6
	1	Clowne	Complaint regarding a Housing Application.		
	1	Shirebrook	Complaint regarding their Housing Application and HARP decision.		
	1	South Normanton	Customer is making a complaint regarding the increase in social housing rent.		
	1	Stanfree	Customer would like to complain about the Tenancy Management Officer		
	1	Tibshelf	Complaint regarding the response provided by the Tenancy Management Officer and about your bins not being emptied.		
	1	Barlborough	Complaint regarding the changing facilities at Go Active at the Arc and the Leisure Duty Manager.	Leisure	3
	2	Unknown	Complaint regarding the disabled shower rooms.		
			Customer would like to complain about the rules for the swimming pool at the Arc in Clowne and the response they've had so far with their enquiries.		
	2	Bolsover	Customer would like to complain about a Planning Enforcement case.	Planning	2
		Paltrerton	Complaint regarding the conduct of the council planning committee during the public consultation meeting of February 14th 2024 regarding the development of 2 Castle View, Paltrerton.		
	1	Pleasley	continued issues with the roof and ongoing and increasing damage in Unit F1 in Mill One at the Business Park in Pleasley Vale due to the ingress of water through the roof throughout the unit.	Property Services	1
	1	Blackwell	Customer had a wet room installed by the Councils contractors and this resulted in damages which they would like compensation for.	Repairs	2
	1	Creswell	Customer was not happy with their M.P. Enquiry response and has now raised a formal complaint regarding their window repairs.		
1	Bolsover	Customer would like to complain regarding how their Council Tax Support claim has been handled.	Revenues	1	
1	Tibshelf	Complaint regarding the response provided by the Tenancy Management Officer and about your bins not being emptied.	Street Scene	1	
Total formal complaints received March 2024. Split by department					17
Total formal complaints received March 2024					15
Total formal complaints received in Q4 2023-2024. Split by department					30
Total formal complaints received in Q4 2023-2024					26

D - Formal Investigations (Stage 2) Complaints within target (15 working days)
by Department 01/04/23 – 31/03/2024



D - Number of Formal Investigations (Stage 2) Complaints 01/04/23 – 31/03/24		Number
Services Directorate	Customer Services	8
	Revenues & Benefits	12
	Legal	2
	Performance & Improvement	1
Strategy Directorate	Planning & Planning Policy	6
	Leisure Health & Well Being	10
	Joint Environmental Health	7
	Housing Management & Enforcement	36
	Street Scene	23
	Corporate Health & Safety	1
Dragonfly Development Ltd	Repairs	16
	Property Services	7

Appendix 3 (E) MP Enquiries by Department 01/03/24 – 31/03/24

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

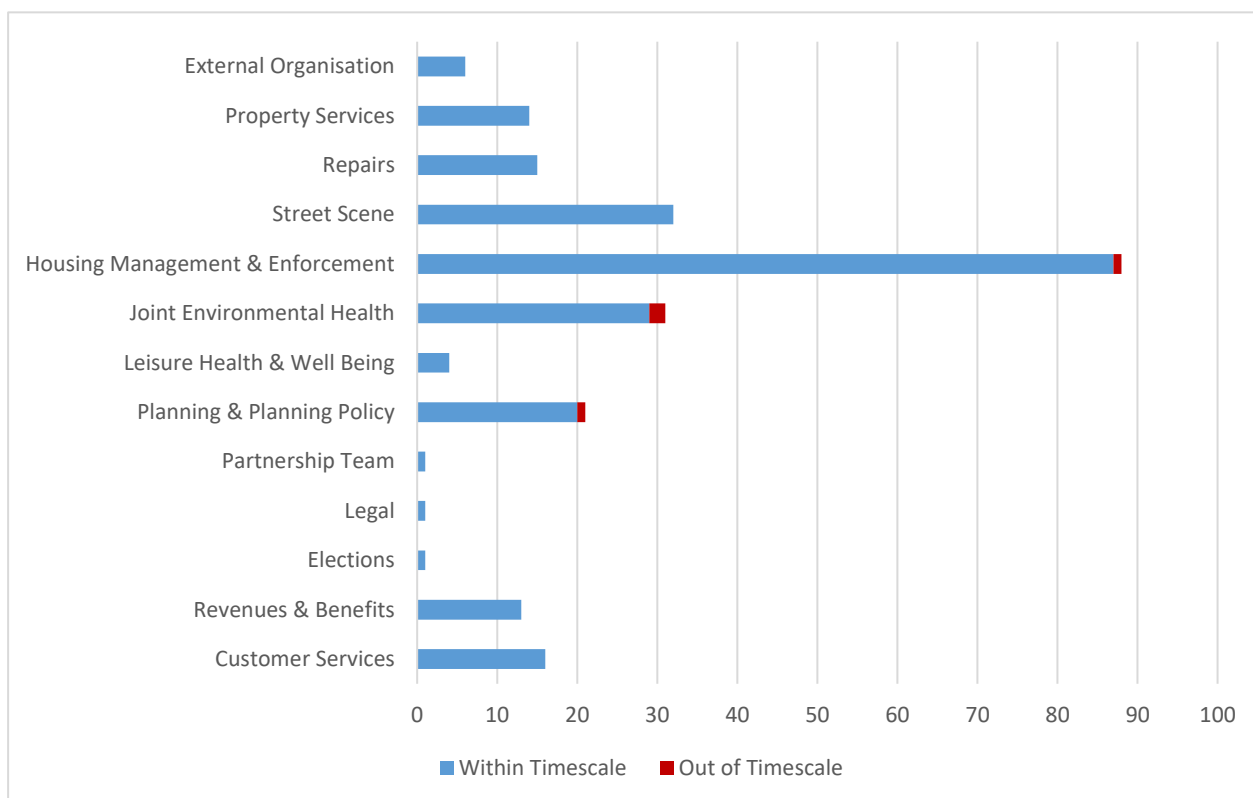
Q4 MP Enquiries SUMMARY 2023/24					
MONTH	No. of reports per parish	PARISH	MP Enquiry Header	Service Area	Numbers Per Department
Jan-24	1	Shirebrook	Concerns about lack of public bins and amount of litter in Shirebrook. Query on safety of new monument and lease of new café in the town centre.	Engineers	1
	1	Barlborough	Would like to know the enforcement rules of lorries in laybys. They are near their home for long periods of time causing a noise disturbance.	Environmental Health	3
	1	Langwith Junction	Regarding a noise complaint which has been made previously.		
	1	Pinxton	Would like to know why funding has been cut for a club in Pinxton and to see if any grant funding can keep it going.		
	3	Bolsover	Customer was advised their Housing banding would change when their baby was born but it has not and they are overcrowded. Would like information on ASB in Bolsover. Regarding ASB quad and motorbikes in Bolsover.	Housing	7
	1	Hillstown	Regarding a Housing Application and a Section 21 Notice		
	1	Pinxton	Would like information on the charge residents are paying for the warden service and access to a day room whilst refurbishment is going ahead.		
	1	Whaley Thorns	Is facing homelessness and does not have the money to privately rent. Is on the Council's Housing list but has been advised there are no properties.		
	1	Whole Area - BDC	Would like information on the Flood Recovery Framework and what support is being offered and how they apply.		
	1	Clowne	Would like information on the potential for a BMX track in Clowne.	Leisure	1
	1	Bolsover	Hedge which is opposite him has grown tall and wide would like to know if the Council can help.	Planning	1
	1	Tibshelf	Customer is not happy with the Council's external contractor who fitted them a new roof and their neighbours assisted gardens which are overgrowing.	Property Services	1
	1	Bolsover	Has had a series of electrical fires at the property and are concerned it is not safe to return. Would like update on what is being done regarding this issue and for the relevant documents from inspections and meetings.	Housing Repairs & Maintenance	2
	1	Clowne	Has requested some welfare adaptations. BDC and DCC have been liaising but no progress has been made.		
	1	Bolsover	Trouble establishing an affordable payment plan for their Council Tax	Revenues	2

	1	Whole Area - BDC	Would like information on the Flood Recovery Framework and what support is being offered and how they apply.		
	1	Shirebrook	Concerns about lack of public bins and amount of litter in Shirebrook. Query on safety of new monument and lease of new café in the town centre.	Shirebrook Town Council	1
	1	Hilcote	Regarding litter picking done in Hilcote and Blackwell.	Street Scene	3
	1	New Houghton	Severn Trent have dug up the road and they were concerned their bins might not get serviced. The properties in the area are also untidy and they would like Environmental Health out.		
	1	Shirebrook	Concerns about lack of public bins and amount of litter in Shirebrook. Query on safety of new monument and lease of new café in the town centre.		
Total MP enquiries received in January 2024. Split by department					22
Total MP enquiries received in January 2024.					19
Feb-24	1	Bolsover	Unhappy they have been asked to have business waste bin to renew their license.	Environmental Health	2
	1	Creswell	Concerns raised over air quality levels		
	1	Glapwell	Would like to know the future of a park within Glapwell	Glapwell Parish Council	1
	1	Unknown	Customer reporting fly tipping, overgrown trees and streets that needed cleansing. Also reported issues for the County Council and Parish Council.	Grounds Maintenance	1
	1	Bolsover	Regarding ASB incidents that have occurred over the last few years.	Housing	3
	1	New Houghton	Customer would like their Housing application to be reviewed as they feel they should be eligible for a bungalow on medical grounds		
	1	Whitwell	Regarding ongoing harassment and intimidation a resident has had from a neighbour and their desire to be rehoused.		
	1	Creswell	Concerns regarding the repairs of Council property windows.	Housing Repairs & Maintenance	1
Total MP enquiries received in February 2024. Split by department					8
Total MP enquiries received in February 2024.					8
Mar-24	1	Bolsover	Customer is concerned about the mould and damp in their privately rented home.	Environmental Health	3
	1	Bramley Vale	Customer contacted on behalf of their mother regarding perishable goods outside of the shops.		
	1	South Normanton	Customer has damp and mould in their privately rented property.		
	2	Bolsover	Customer would like to move Council properties due to ASB. Customer has raised concerns about the problems they have experienced at their Council property.	Housing	7

1	Glapwell	Regarding their current Housing Application as their current property is not suitable for their daughters medical needs.		
1	Hodthorpe	Customer has concerns regarding the ongoing problem of antisocial use of vehicles parked on the road.		
1	Langwith	Customer would like to know if they can make an urgent housing application due to their circumstances despite having a current Housing Tenancy.		
1	Shirebrook	Customer would like to move to a bungalow due to their medical conditions and believes they should be eligible.		
1	Whitwell	Customer Discretionary Housing Payment has decreased and they are unable to pay additional rent due to Bedroom Tax. They do not use it as a bedroom and do not believe they should pay this. Further to this they have mould growing on the outside of their walls.		
1	Bolsover	Customer has raised concerns about the problems they have experienced at their Council property.		
1	Pinxton	Customer has not received correspondence regarding their request for a car charging point to be installed.		
1	Whitwell	Customer Discretionary Housing Payment has decreased and they are unable to pay additional rent due to Bedroom Tax. They do not use it as a bedroom and do not believe they should pay this. Further to this they have mould growing on the outside of their walls.	Repairs	3
1	Creswell	Concerns about the Council Tax Bill which they have received for 2024/25 and advises it has apparently gone up by 20%.		
1	Pleasley Vale	Customer has queried their Business Rates Bill.		
1	Whitwell	Customer Discretionary Housing Payment has decreased and they are unable to pay additional rent due to Bedroom Tax. They do not use it as a bedroom and do not believe they should pay this. Further to this they have mould growing on the outside of their walls.	Revenues	3
1	Bolsover	Customer has concerns over a fence which they believe to be rotting and falling down.		
1	Pinxton	Customer states there is a lot of rubbish and fly tipping down the A38, they would like to know what can be done and if there can be larger bins and a bin collection from this area.	Street Scene	2
Total MP enquiries received in March 2024. Split by department				18
Total MP enquiries received in March 2024.				15

Total MP enquiries received in Q4 2023-2024. Split by department				48
Total MP enquiries received in Q4 2023-2024.				42

E - M.P. Enquiries within target (15 working days) by department



E - M.P. Enquiries 01/04/23 – 31/03/24		Number
Services	Customer Services	16
	Revenues & Benefits	13
	Elections	1
	Legal	1
	Partnership Team	1
Strategy	Planning & Planning Policy	21
	Leisure Health & Well Being	4
	Joint Environmental Health	31
	Housing Management & Enforcement	88
	Street Scene	32
Dragonfly Development Ltd	Repairs	15
	Property Services	14
External Organisation	External Organisation	6

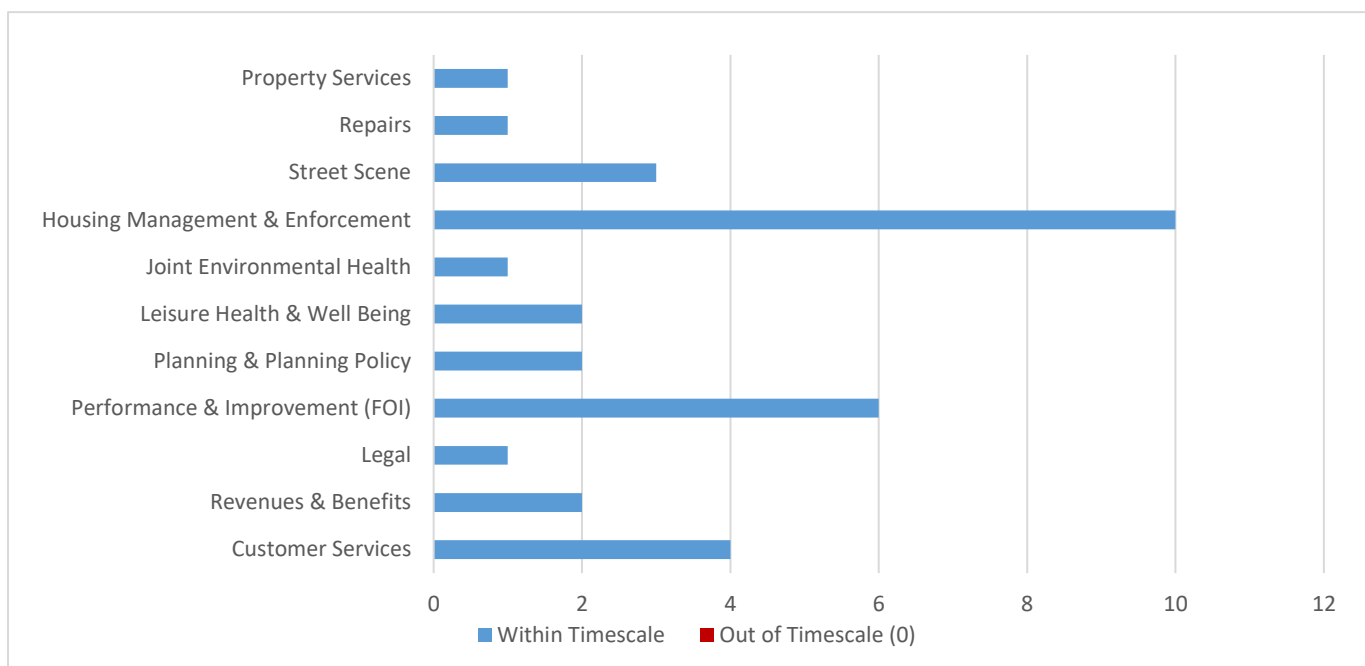
Appendix 3 (F) Internal Review by Department 01/01/24 – 31/03/24

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

Q4 Internal Review SUMMARY 2023/24					
MONTH	No. of reports per parish	PARISH	Internal Review Header	Service Area	Numbers Per Department
Jan-23	1	Out of Area - Meadowgate	Customer would like a review of their formal complaint. They said the spoke to somebody really unhelpful and gave conflicting information to what somebody had said to their partner.	Contact Centre	1
	1	Unknown	Customer was not happy that they have not been offered compensation for the oversight of their complaint leading to it being answered 5 months later when it was chased.	Customer Standards	1
	1	Out of Area - Meadowgate	Customer would like a review of their formal complaint. They said the spoke to somebody really unhelpful and gave conflicting information to what somebody had said to their partner.	Housing	1
	1	Unknown	Customer would like an FOI internal review as believes the exemption has been applied incorrectly.	Performance	1
	1	Shirebrook	The date given in the formal response is too long to wait for repairs. Disputes that the repairs were evident when the inspectors came. Would like these things reviewing and has a few more questions.	Property Services	1
Total internal reviews received in January 2024. Split by department					5
Total internal reviews received in January 2024					4
Feb-23	1	Blackwell	Customer would like an internal review of their formal complaint regarding their Right to Buy / sale of property.	Housing	2
	1	South Normanton	Customer is unhappy with the response provided and would like their Formal Complaint regarding their tenancy, rent and council tax payments to be reviewed.		
	1	Blackwell	Customer would like an internal review of their formal complaint regarding their Right to Buy / sale of property.	Legal	1

	1	Clowne	Customer does not feel the response addresses the complaint suitably and believes it to raise more questions, therefore they have requested an Internal Review.	Planning	1
	1	South Normanton	Customer is unhappy with the response provided and would like their Formal Complaint regarding their tenancy, rent and council tax payments to be reviewed.	Revenues	1
Total internal reviews received in February 2024. Split by department					5
Total internal reviews received in February 2024					3
Mar-23	1	Bolsover	Customer has requested an internal review of their formal complaint as they do not believe their original questions have been answered. They have also raised additional questions.	Revenues	1
	1	Creswell	Customer has made several complaints regarding missed bins but that has not resolved the issue and therefore this has been escalated to the next stage of the complaints process.	Street Scene	1
Total internal reviews received in March 2024. Split by department					2
Total internal reviews received in March 2024					2
Total internal reviews received in Q4 2023-2024. Split by department					12
Total internal reviews received in Q4 2023-2024					9

F- Internal Reviews (Stage 3) within target (20 working days) by department
2023/24



F - Number of Internal Reviews (Stage 3) complaints 01/04/23 – 31/03/24		Number
Services Directorate	Customer Services	4
	Revenues & Benefits	2
	Legal	1
	Performance & Improvement (FOI)	6
Strategy Directorate	Planning & Planning Policy	2
	Leisure Health & Well Being	2
	Joint Environmental Health	1
	Housing Management & Enforcement	10
	Street Scene	3
Dragonfly Development Ltd	Repairs	1
	Property Services	1

OMBUDSMAN SUMMARY Q4 2023/2024					
MONTH	No. of reports per parish per Department	PARISH	Ombudsman Header	Service Area	Numbers Per Department
January					
Total ombudsman received January 2024. Split by department					0
Total ombudsman received January 2024					0
February					
Total ombudsman received February 2024. Split by department					0
Total ombudsman received February 2024					0
March	1	Doe Lea	The complainant complains about the Council's handling of alleged antisocial behaviour being perpetrated by their neighbour. They advise this is causing them to feel unsafe in their home and wants the Council to remove its tenants.	Housing	1
Total ombudsman received March 2024. Split by department					1
Total ombudsman received March 2024.					1
Total Ombudsman received Q4 2023-2024.Split by department					1
Total Ombudsman received Q4 2023-2024					1

G – Ombudsman’s Summary 01/04/23 – 31/03/24	Ombudsman	Date Received	Departments Involved	Date Decision Letter Received	Ombudsman Decision
Mrs X says the Council failed to follow due process when assessing her neighbour's planning applications for a boiler flue as it did not properly consider the impact of the smoke of residential amenity.	LGSCO	24/07/2023	Environmental Health	17/08/2023	We will not investigate this complaint about the Council's consideration of planning applications for a boiler flue. It is reasonable to expect the complainant to have contacted us sooner. Updated letter 7/9/23 We will not investigate Mrs X’s complaint because there is not enough evidence of fault in the way the Council handled the planning applications, and the claimed injustice does not directly flow from the alleged fault.
			Planning		
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.	LGSCO	Not given	Councillors	08/11/23	The injustice Mr X claims from his complaint is speculative and not sufficient to justify our further involvement. In addition, the concerns Mr X raises about data security are best dealt with by the Information Commissioner’s Office (ICO) which is the UK’s independent regulator in respect of data protection matters.
The complainant (Miss R) complains about the Council’s handling of alleged antisocial behaviour being perpetrated by her neighbour. She says this is causing her to feel unsafe in her home and wants the Council to remove its tenants.	HO	19/02/24	Housing	27/03/2024	The Housing Ombudsman deals with these types of complaints. We cannot by law investigate the issues Miss R raises and the restriction I outline at Paragraph 2 (above) applies. We cannot investigate this complaint as we have no legal jurisdiction to do so.

LGSCO* Local Government Ombudsman

HO* Housing Ombudsman