

Bolsover District Council

Meeting of the Customer Services Scrutiny Committee on 16th September 2024

Customer Service Standards/ Compliments, Comments and Complaints
Report 24/25 1st April 2024 to 30th June 2024

Report of the Portfolio Holder for Health & Wellbeing

Classification	This report is Public
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PURPOSE/SUMMARY OF REPORT

- To provide information on the Council's performance in relation to its customer service standards.
 - To provide information on the effective management of complaints and customer requests which is central to excellent customer service and the Council can use to improve its services.
 - To provide information on the number of compliments, comments and complaints for the period 1st April 2024 to 30th June 2024.
 - To make Elected Members aware of performance in relation to its Customer Service Standards and the effective management of complaints.
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REPORT DETAILS

1. Background

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

2. Details of Proposal or Information

2.1 Customer Service Standards

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

2.1.1 Revenues & Benefits (Appendix 1)

Target – Revenues 70% of incoming calls to be answered within 20 seconds.

Revenues ‘direct dial’ achieved 81% for Quarter 1.

Target – Benefits 80% of incoming calls to be answered within 20 seconds.

Benefits ‘direct dial’ achieved 95% for Quarter 1.

2.1.2 Contact Centres (Appendix 1)

Telephones

Target - 80% of incoming calls to be answered within 20 seconds.

Contact Centres achieved 72% for quarter 1 (20,131 calls answered).

E-mails

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

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

For this reporting period, 1st April 2024 to 30th June 2024:

- 8,529 email enquiries (in Q1) from the public were received through enquiries@bolsover.gov.uk
- All 100% were acknowledged within one working day
- 99.7% were replied to in full within 8 working days with 5 emails over target 8 working days for Q1.

Live Chat

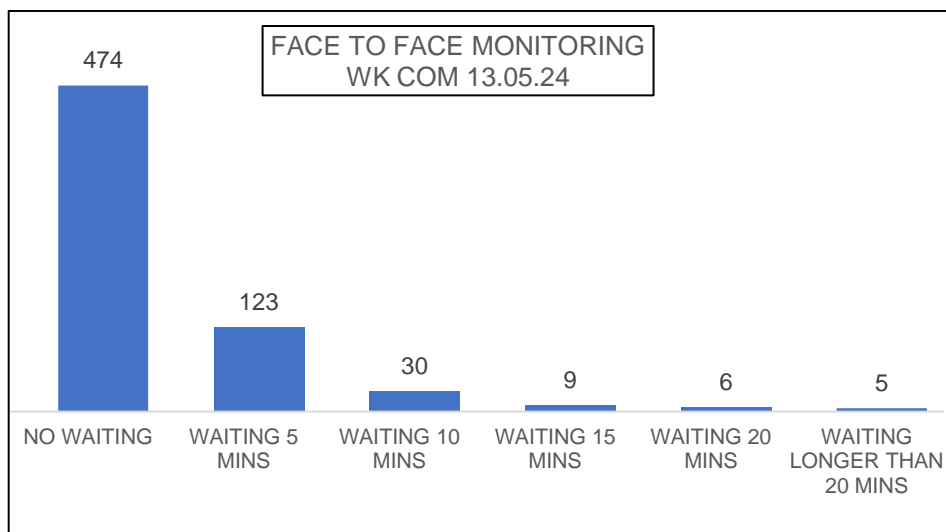
Target - 90% of incoming Live Chats to be answered within 20 seconds.

Contact Centres achieved 90% for quarter 1 (822 chats answered).

Face to Face

During Q1 8,628 visitors to Contact Centres and the Meet & Greet Reception desk.

Annual Face to Face Monitoring undertaken week commencing 13.05.24 across all 4 contact centres and Meet & Greet reception to measure waiting times. 73% customer were served within 20seconds (647 face to face contact in total) majority of enquiries are for Housing/Repairs and Revenues.



2.1.3 Corporate Telephone Standard (Appendix 2)

Target - 90% to be answered within 20 seconds.

Appendix 2 shows the performance between 1st April 2024 and 30th June 2024 by quarterly period.

The report identifies Quarter 1 **89%** of incoming calls are being answered corporately within 20 seconds cumulatively, which is just below standard.

The majority of departments achieved and exceeded the corporate target of 90%, with the exception of the following departments Revenues and Benefits, Housing Repairs & Joint ICT.

Target – 10% Unanswered Calls (Abandoned).

Appendix 2 shows the performance between 1st April 2024 and 30th June 2024 by quarterly period. The report identifies Quarter 1, **6%** of incoming calls direct to service areas are not being answered which is within the target, service areas not meeting target are highlighted on Appendix 2.

2.2 Compliments, Comments and Complaints

Compliments

Appendix 3 (A) shows the number of written compliments received for the period by department. In total **51** written compliments were received during Q1 1st April to 30th June 2024. Compliments were received from customers who appreciated excellent service.

Go Active Customer Feedback Form
Compliments recorded Q1 - 41

Comments

Appendix 3 (B) shows the number of written comments received for the period Q1 1st April to 30th June 2024, **8** 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.

Go Active Customer Feedback Form
Comments and Suggestions Q1 - 2

Complaints

New Ombudsman Code requirements April 2024.

Stage One Complaints

Appendix 3 (C, D) shows the number of Stage One complaints and M.P. enquiries received by department, **86** Stage One complaints Q1 1st April to 30th June 2024 and **32** M.P. enquiries during this same period.

100% Stage One complaints and 100% M.P. enquiries were responded to within our customer service standard of 10 working days.

Go Active Customer Feedback Form
Complaints recorded and resolved by Duty Manager Q1 - 4

Stage Two Complaints

Appendix 3 (E) shows the number of Stage Two complaints received for the period by department. These are complainants who have already made a stage One complaint and still feel dissatisfied. During this period **15** Stage Two complaints were received all of which were responded to within the standard of 20 working days.

100% Stage Two complaints were responded to within our customer service standard of 20 working days.

Ombudsman

2 Ombudsman complaints have been received for Q1 1st Apr to 30th Jun 2024.
(1 case – No Fault/Investigation 1- case awaiting outcome)

Service Improvements

In April 2024, the Compliments, Comments and Complaints Policy was amended to reflect the Housing Ombudsman and Local Government Ombudsman new Complaint Handling Codes. Within this code, the Ombudsman has requested that the Council identifies and records service improvements as a result of complaints. The following service improvements have been identified in Q1:

- The Planning Department reviewed their disability requirements within the Interview Under Caution documents to ensure they meet DAA Standards.
- The Grounds Maintenance Team have identified an area where they will no longer spray with herbicide to protect the wildlife in the area.
- Contact Centre Advisors have been reminded that cash payments can be taken after 4pm via a manual receipt process.
- The Refuse Department have changed a customer's collection to kerbside to prevent recurring collection issues.
- ICT Developers Identified and rectified an issue on the Customer Information System (CIS) for the Street Scene Department who were unable to see proofs which were uploaded.
- The ICT Developers have updated the Self Service script for complaints to allow a larger file upload.
- The Revenues Department have made an amendment to a letter template.
- Customer service team have created an email template for 'companion' bus pass enquiries.
- The Property Services Team have reviewed their procedures to ensure tenants expectations are set out regarding defect periods.
- The Revenues Department are posting reminders earlier in the week so the weekend does not have an effect on delivery.
- The Dragonfly Repairs Team have implemented a fully automated system for fire alarms and CO2 monitor servicing so this cannot go out of date.
- A Contractor has implemented a measure to inform the Council should they not be able to fulfil their contracted hours so the Council can inform the customer.
- The Central Control Officer must refer calls of a similar nature to the complaint received to their line Manager prior to responding.
- The Revenues Department have implemented a system where an Officer will look through complaints each day so they can be forwarded to the Complaints Officer within timescales.
- All wording within the Council's publications, Bolsover TV and news releases to be checked by the Council's Directors and Council Leader before issuing to prevent misinterpretation.
- The Revenues Department have implemented procedures to prevent the issue of a complaint reoccurring including correspondence being viewed separately, in a timely manner and Officers being informed of any call backs.

Regulator of Social Housing

Bolsover District Council has been graded C2 by the Regulator of Social Housing following their inspection in May.

The Regulator commented that the Council had a low level of complaints and that they were answered promptly. Improvements have been given to the Council in order to achieve a C1. For complaints the regulator expects the Council to produce an improvement plan to show how we can undertake trend analysis, learning and consideration of the fairness and effectiveness of complaints. This is something that the Complaints Team will be working with the Housing Department to achieve.

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

<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>	<p>No</p>
<p>Is the decision subject to Call-In? <i>(Only Key Decisions are subject to Call-In)</i></p>	<p>No</p>

<p>District Wards Significantly Affected</p>	<p>All</p>
<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 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 01/04/24 to 30/06/24
2.	Telephony performance 01/04/24 to 30/06/24
3.	Compliments, Comments and Complaints: A. Compliments by department 01/04/24 to 30/06/24 B. Comments by department 01/04/24 to 30/06/24 C. Stage One complaints 01/04/24 to 30/06/24 D. Stage Two complaints by department 01/04/24 to 30/06/24 E. M.P Enquiries 01/04/24 to 30/06/24

Background Papers
None

APPENDIX 1 – Customer Service Standards Monitoring 01/04/24 – 30/06/24

Key Customer Service Standards - Performance Monitoring - 2024/2025															
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 One)	% Responded to within 10 Working Days	No. of M.P. Enquiries Received	% Responded to within 10 Working Days
Target		90%		80%	70%	80%		100%	100%		90%		100%		100%
April to June	23,767	89%	19,337	72%	81%	95%	8,529	100%	100%	822	90%	86	100%	32	100%
Quarter 1 Cumulative	23,767	89%	19,337	72%	81%	95%	8,529	100%	100%	822	90%	86	96%	32	91%
July to September															
Quarter 2 Cumulative	23,767	89%	19,337	72%	81%	95%	8,529	100%	100%	822	90%	86	100%	32	100%
October to December															
Quarter 3 Cumulative	23,767	89%	19,337	72%	81%	95%	8,529	100%	100%	822	90%	86	100%	32	100%
January to March															
Quarter 4 Cumulative	23,767	89%	19,337	72%	81%	95%	8,529	100%	100%	822	90%	86	100%	32	100%

APPENDIX 2 –Telephony Performance 01/04/24 – 30/06/24

2024/25 Q1 April - June Target - 90% to be answered within 20 seconds Target - 10% Unanswered Calls (Abandoned)	Q1					
Department (by directorate)	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	14	9	8	88%	5	36%
Customer Services	130	100	98	98%	30	23%
HR & Payroll	221	195	192	98%	26	12%
Partnership Team	9	6	6	100%	3	33%
Communications	84	76	76	100%	8	10%
Executive						
Services Director Fiance & Section 151 Officer	17	16	16	100%	1	6%
Finance & Accountancy	132	120	117	97%	12	9%
Revenues & Benefits	10400	10367	8803	85%	33	0%
Joint ICT	933	889	728	81%	44	5%
Audit						
Services Director Corporate & Legal Services and Monitoring Officer	37	35	35	100%	2	5%
Legal	14	14	14	100%	0	0%
Elections	311	250	240	96%	61	20%
Governance	59	52	49	94%	7	12%
Procurement	35	20	19	95%	15	43%
Performance & Improvement	58	35	35	100%	23	40%
Scrutiny	20	19	18	94%	1	5%
Total	12474	12203	10454	86%	271	2%
Strategy						
Strategic Director of Services	20	19	19	100%	1	5%
Planning & Planning Policy	745	690	653	95%	55	7%
Joint Environmental Health	2351	2260	2066	91%	91	4%
Housing Management & Enforcement	3293	2982	2786	93%	311	9%
Corporate Health & Safety	57	31	29	93%	26	46%
Street Scene	1746	1580	1502	95%	166	10%
Leisure, Health & Well Being	1407	1029	984	96%	378	27%
	9619	8591	8039	94%	1028	11%

Dragonfly						
Dragonfly Development Ltd Director	1	1	1	100%	0	0%
Repairs	2413	2283	2005	87%	130	5%
Economic Development	56	46	44	95%	10	18%
Facilities	146	141	140	99%	5	3%
Property & Commercial	273	236	231	97%	37	14%
Property Services	272	262	253	96%	10	4%
Engineers	4	4	4	100%	0	0%
Total	3165	2973	2678	90%	192	6%
	25258	23767	21171	89%	1491	6%
Does not meet target						

Appendix 3 (A) Compliments by Department 01/04/24 – 30/06/24

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

Q1 COMPLIMENTS SUMMARY 2024/25					
MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department
Apr-24	1	Bolsover	The Customer had 3 different queries which the Customer Advisor helped them with. The Customer Advisor was very helpful and explained everything to them a way they appreciated.	Contact Centre	3
	1	Clowne	Wanted to thank the Customer Advisor for their advice regarding financial help available.		
	1	Pinxton	Would like to thank the Customer Advisor with how amazing they were with him helping them with their bus pass. It was all explained to him and now their card is finally complete thanks to the Advisors help.		
	1	Clowne	Would like to thank the Council for a warm welcome into the Tenant Participation Group, they want to thank all involved for giving them an exciting opportunity to become more involved.	Housing	2
	1	South Normanton	Customers first ever viewing for any council property anywhere was made completely easy for them, the Housing Needs Assistant explained everything in detail and was generally a very warm, welcoming and friendly person and would like to pass on their thanks.		
	2	Bolsover	Customer would like to pass on a massive thanks to the Repairs Operatives who came and did their floor in their kitchen and also to the Operatives who replumbed their appliances, they were all amazing.	Housing Repairs and Maintenance	5
		The customer has advised that the Councils Electrical Contractor are excellent and have fixed an issue for them.			

1	New Houghton	Wanted to thank the repairs contractor for doing a good job on the replacement glass in their window.		
1	South Normanton	The customer would like to thank the work man who repaired a hole and prevented pests they were getting.		
1	Whitwell	Wanted to thank the Repairs Operatives who attended their repairs, they were punctual, friendly and very efficient. Thanked them for the excellent service.		
1	Creswell	Was very grateful for the Benefit Officers assistance, who went through an online form with them as they were unable to go to the Contact Centre due to having a stroke and they do not have access to the internet. They also expressed how happy they were to have submitted their claim form.	Revenues	2
1	Pinxton	Thanked the Benefits Officer for their prompt and professional service.		
1	Astwith	Customer would like to thank the Grounds Maintenance team for clearing away the fly tipping they had reported so quickly.		
2	Bolsover	Visited Bolsover Castle over the weekend and noticed how nice the town was and that the flowers were very nice.		
		Wanted to pass on their thanks to the Street Scene Department for their prompt action this morning. The road was thoroughly swept and cleaned outside their house by 8am.		
1	Clowne	Would like to compliment the Grounds Maintenance Team for clearing their path, they are very grateful for the work that has been done.	Street Scene	6
1	Glapwell	The customer would like to thank the Refuse Co-ordinators for the service received when adding them to the assisted list.		
1	Pinxton	The Road Sweeper has done a great job, they got as close as possible to parked cars to clean as much as possible and it looked 100% better when they had done. A job very well done!		
Total compliments for April 2024. Split by department				18
Total compliments for April 2024.				18

May-24	2	Bolsover	<p>The customer would like to thank the Customer Advisor who arranged the mop up for all 6 missed bins on the street.</p> <p>Customer was very impressed and grateful for the service and the Customer Advisor she spoke to</p>	Contact Centre	5
			<p>Customer has said that every time they make contact with the Council the service is brilliant. Everyone is friendly, helpful and does their best to assist with any request.</p>		
	1	Langwith Junction	<p>Customer has advised that the Customer Advisor was friendly, patient and genuinely wanted to help. The customer felt helped and listened to. The Customer Advisor sorted every issue they had included ones from previous occasions, they actively listed and checked every detail recorded was correct. The Customer Advisor is a credit to the Council and deserves recognition for their hard work. They left the call grateful to the Customer Advisor for going above and beyond to help. Excellent exemplary customer service and the best they have encountered with the Council.</p>		
	1	Newton	<p>Customer thanked the Customer Advisor and Repairs Co-ordinator for all their time and effort in sorting their radiators.</p>		
	1	Shirebrook	<p>Customer wanted to pass on their thanks for the help received for payments at the kiosk and that the Customer Advisor is always delightful and helpful.</p>	Environmental Health	1
	1	Unknown	<p>Customer wanted to praise the Environmental Health Officer as they are amazing at their job and went above and beyond to help them move properties. They are a credit to the team and they wished to recognise how much they helped them.</p>		
	1	Bolsover	<p>Customer has said that every time they make contact with the Council the service is brilliant. Everyone is friendly, helpful and does their best to assist with any request.</p>		
	1	Unknown	<p>Customer thanked the Housing Options Officer for making them feel at ease, taking the time to speak through their options and always being at the end of the phone when they were needed. The Housing Options Officer is a credit to the team, very good at their job, went above and beyond and they will forever be thankful. This Housing Options Officer has changed the customers faith within the Council Housing System.</p>	Housing	3

1	Unknown	Customer thanked the Housing Options Officer for understanding what the customer needed and for all the help provided		
1	Barlborough	Customer wanted to thank one of the Leisure Duty Managers for always being extremely polite, helpful and accommodating, nothing is too much trouble. The Duty Manager always ensures customers needs are met assisting in numerous ways, including practical assistance, technical assistance and advice / information. The Duty Manager has made them feel valued as a loyal customer which they greatly appreciate and the customers feels assured that issues are raised and resolved when possible, even if they are busy and under pressure.	Leisure	2
1	Unknown	Customer would like to thank the Physical Activity & Sports Development Manager for arranging a Leisure activity session which all the members really enjoyed.		
1	Blackwell	Customer wanted to let us know that the gates look pretty good and the work guys worked really hard today and did a good job		
1	Bolsover	Customer thanked the Council's Contractor for the exceptionally good, professional and caring way they installed a wet room and extended the back door step. They are grateful for the wet room but also that the staff took the greatest care of them and the property. The repair operatives were a credit to the company.		
1	Clowne	Customer would like to thank the electrician that repaired her fan in the bathroom Wed/Thu this week. She said he was a very nice person and did a wonderful repair job. He cleaned up the area beautifully	Housing Repairs and Maintenance	6
2	Newton	Customer thanked the Customer Advisor and Repairs Co-ordinator for all their time and effort in sorting their radiators.		
		Customer rang to say that she had reported she had no heating in April this year and wanted to thank the engineer who came out so promptly. She said it had simply been the batteries had gone in her thermostat but she was very grateful that the engineer had called out so quickly after her call		

	1	Tibshelf	The Repairs Operative was very polite and the customer wanted to thank them. They were conscientious and passionate about the work they did.		
	1	Clowne	Customer has praised the Revenues Officer for being helpful and lovely.	Revenues	2
	1	Mastin Moor	Customer wanted to thank the Revenues Officer for sorting out the backdating of the carer discount. 'Your a Star'		
	1	Bolsover	Customer has said that every time they make contact with the Council the service is brilliant. Everyone is friendly, helpful and does their best to assist with any request.	Street Scene	1
Total compliments for May 2024. Split by department					20
Total compliments for May 2024.					17
Jun-24	3	Whitwell	Tenant thanked the Tenancy Officer for providing support and making use of an available grant for floor coverings, Inspector for spending time to ensure the tenant was aware of the repairs system and advice regarding alterations and to the Call Centre for being patient when at times the Tenant has felt stressed and upset. Kindness and patience appreciated.	Contact Centre	3
			Customer was thankful for the support that the Customer advisor had given in arranging for a street sweeper to the customers address to clear the mess up on the pavement left by a horse.		
			Customer would like to thank the Customer advisor who took the call as she was so helpful, it was exemplary.		
	1	Pinxton	Customer would like to thank the Housing Allocations Manager for all the background work done with regards to an application for a bungalow.	Housing	5
	1	Shirebrook	Customer would like to thank the Housing Options Officer for all the help given finding them a property		
	1	South Normanton	Customer would like to thank the Housing Allocations Manager and the repairs team for all the help provided in getting the house ready for sign up asap		
1	Unknown	Customer would like to thank the Careline Staff who saw their mother whilst they had the fall bracelet, it gave them peace of mind if they were not there.			

1	Whitwell	Tenant thanked the Tenancy Officer for providing support and making use of an available grant for floor coverings, Inspector for spending time to ensure the tenant was aware of the repairs system and advice regarding alterations and to the Call Centre for being patient when at times the Tenant has felt stressed and upset. Kindness and patience appreciated.		
1	Pinxton	Customer would like to thank the Repairs Operator for doing an excellent job following on from a complaint that the customer raised.	Housing Repairs and Maintenance	3
1	South Normanton	Customer would like to thank the Housing Allocations Manager and the repairs team for all the help provided in getting the house ready for sign up asap		
1	Whitwell	Tenant thanked the Tenancy Officer for providing support and making use of an available grant for floor coverings, Inspector for spending time to ensure the tenant was aware of the repairs system and advice regarding alterations and to the Call Centre for being patient when at times the Tenant has felt stressed and upset. Kindness and patience appreciated.		
1	Killamarsh	Customer would like to thank the leisure reception staff for all her help	Leisure	1
1	Unknown	Customer would like to thank all the Partnership team for the assistance provided in the projects success and the efforts in promoting it within the community were commendable	Partnership and Transformation	1
1	Unknown	Customer would like to advise that the Planners care and attention to the process of their application has been exemplary and wishes to thank them for their advice and prompt communication throughout.	Planning	1
1	South Normanton	Customer would like to say thank you to the engineers who attended a blocked drain. The blockage was due to having a new roof fitted and the engineers not only sorted the problem but pointed out several other issues that the customer was not aware of. Great Service from the Engineers Team.	Property Services	2
1	Whitwell	Customer wanted to thank the Engineers who were very helpful and noticed that she has a missing tile on her roof which she was very grateful for the engineers telling her.		

1	Clowne	Customer would like to thank the benefit officer for all her help with an ongoing claim.	Revenues	1
1	Barlborough	Customer would like to thank all the bin crews who empty her bins, she said that they are all amazing.	Street Scene	3
1	Shirebrook	Customer would like to thank the Grounds Maintenance Operatives who cut their garden, everything was tidy and safe and did a good job.		
1	Whitwell	Customer was thankful for the support that the Customer advisor had given in arranging for a street sweeper to the customers address to clear the mess up on the pavement left by a horse.		
Total compliments for June 2024. Split by department				20
Total compliments for June 2024.				16

Total compliments for Q1 2024-2025. Split by department				58
Total compliments for Q1 2024-2025.				51

Appendix 3 (B) Comments by Department 01/04/24 – 30/06/24

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

Q1 COMMENTS SUMMARY 2024/25					
MONTH	No. of reports per parish	PARISH	Comment Header	Service Area	Numbers Per Department
Apr-24	1	South Normanton	Customer has heard of the Council's ambition to create a go kart track and feels this should be incorporated with a facility for young motorcyclists where they can ride in a safe environment and learn motorcycle maintenance. They know of a successful project like this and would gladly offer their time and knowledge.	Economic Development	1
	1	Glapwell	Customer has advised that a BDC van has used a road which is for access only.	Housing	1
	1	Unknown	Customer felt the advantages of the family membership, price and instalment options at Go! Active meant the single membership was disadvantaged.	Leisure	1
	1	Glapwell	Customer has advised that a BDC van has used a road which is for access only.	Housing Repairs and Maintenance	1
	1	Bolsover	Customer placed a small amount of extra recycling in a box beside their bin on burgundy bin collection day. The bin was emptied but the box was ignored. Website says a small amount of extra recycling will be collected	Street Scene	2
	1	Glapwell	Customer has advised that a BDC van has used a road which is for access only.		
Total comments for April 2024. Split by department					6
Total comments for April 2024.					4

May-24	1	Glapwell	Comment regarding the money the Council spend in terms of improving the community and not spending it on things such as skateparks	Leisure	1
	1	Clowne	Customer noticed that the Council has cut the grass verge a lot wider than is necessary.	Street Scene	1
Total comments for May 2024. Split by department					2
Total comments for May 2024					2
Jun-24	1	Steetley	Customer has raised a litter picking request. The customer has commented that litter should not be dropped causing a need for litter pickers. They are thankful for the service the Council have.	Housing	1
	1	Bolsover	Customer thinks the hedges need to be trimmed and a sign put up so drivers are slower at The Arc car park in Clowne.	Property Services	1
	1	Bolsover	Customer thinks the hedges need to be trimmed and a sign put up so drivers are slower at The Arc car park in Clowne.	Street Scene	2
	1	Steetley	Customer has raised a litter picking request. The customer has commented that litter should not be dropped causing a need for litter pickers. They are thankful for the service the Council have.		
Total comments for June 2024. Split by department					4
Total comments for June 2024					2

APPENDIX 3 (C) – Complaints by Department 01/04/24 – 30/06/24

Please note that some Stage One complaints were for 2 or more departments.

Q1 Stage 1 Complaints SUMMARY 2024/25						
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department	
Apr-24	1	Unknown	Customer was not happy with a Customer Advisors attitude who informed them that the Contact Centre had closed and they were unable to take their payment.	Contact Centre	1	
	1	Whitwell	Customer claims that their neighbour is using their garage as a car repair centre.	Environmental Health	1	
	2	Bolsover	Customer is not happy with the attitude of the housing officer.	Housing	7	
			Customer is complaining about their neighbours antisocial behaviour and that the Council have allowed them to erect a fence blocking their access.			
	1	Clowne	Customer is not happy that their rent payments have gone up by £40 a month.			
	1	Shirebrook	Customer is not happy that the Housing department have requested medical evidence from their GP when multiple professionals have already provided this evidence.			
	2	Unknown	Customer has found themselves homeless and advises that the Council have not helped them secure accommodation as a vulnerable adult.			
			Customer made an application in January 2024 and has not had any correspondence since this date.			
	1	Whitwell	The customer does not believe that the Council have followed The Victims Code when requesting to move properties.			
	1	South Normanton	Customers toilet is leaking and the Repairs department have advised they are not eligible for a new cistern.			Housing Repairs and Maintenance
1	Whitwell	Customer has complained about ongoing damp in the property and repairs that aren't being fully looked at and resolved.				
1	Unknown	Customer is complaining regarding the legality of the Councils Constitution, specifically Planning Protocol.	Legal			1

	1	Clowne	The customer believes that the Council have failed them in their Planning Application and caused distress. They advise their Planning Application was accepted but has been sent to enforcement following a change in officers despite not breaching any conditions.	Planning	2
	1	Whitwell	Customer claims that their neighbour is using their garage as a car repair centre.		
	1	Bolsover	Customer has reported they have had issues with mould and damp following their Council neighbours roof replacement and they do not believe this has been looked at fairly.	Property Services	1
	1	Whitwell	Customer claims that their neighbour is using their garage as a car repair centre.		
	1	Out of Area - Danesmoor	Customer is not happy with the wording on the Council Tax Notice of Exemption letters for executors.	Revenues	3
	1	South Normanton	Customer is not happy with the handling of the council tax debt		
	1	Barlborough	Customer is on the rural route and their burgundy bin is regularly missed.		
	1	Bolsover	Customers bin was not collected on the mop up round nor the multiple dates they were given following this.		
	2	Clowne	A grass verge has been sprayed with herbicide. The customer is making a complaint as this is a site for wildlife.	Street Scene	13
			Customer has purchased a black bin and their neighbours are sharing bins they have been advised they are communal bins, however they paid for theirs. They also need more clinical waste bins as they are full.		
	3	Creswell	Customer's bin keeps being left open by the Refuse team.		
			Customer has had ongoing issues with missed bin collections. They have stated that the reasoning given for the latest non collection is not true.		
			Customer has reported that the bins have been left in the middle of the pavement following collection and a piece of cardboard has been left. They		

			also reported they could not upload their photo.		
	1	Glapwell	Customer advises that the pavements near their home have not been swept for a long time despite requests.		
	3	Pinxton	Customers bin was missed due to no access however they advised other delivery companies were able to gain access.		
			Replacement bin has not arrived and now the bin men have removed the remaining wheel meaning the bin cannot be moved.		
			Customer ordered a new burgundy, black and green bin. They have received their burgundy bin but not their black and green. They have been told by the Refuse team it has been delivered but it has not and they have CCTV.		
	1	Shuttlewood	Customer ordered an extra capacity black bin in February and has still not received it. The bin men also are not collecting the side waste whilst it is being delivered.		
	1	South Normanton	Request for a litter bin to be installed on 6 occasions but no response		
Total Stage 1's for April 2024. Split by department					31
Total Stage 1's for April 2024.					29
Jun-24	1	Clowne	Customer is not happy with the number of snagging issues which are still outstanding on their bungalow.	Communications	1
	1	South Normanton	Customer has advised the Council didn't read their email properly and just used a standard template regarding the new companion bus pass.	Contact Centre	1
	1	Shirebrook	Customer has made several complaints to Environmental Health regarding their garden but nothing has changed.	Environmental Health	1
	2	Bolsover	The customer has complained they are paying more for their property than a their neighbours who live in an identical property.	Housing	8

			Customer has complained about several of the Council's Housing Officers as they are not happy with the treatment received.		
	1	Creswell	Customer is not happy with the way the Rent and Recovery Team spoke with them.		
	1	Out of Area - Chesterfield	Customers Housing Application has been removed from the Register even though they requested help for evidence.		
	1	Scarcliffe	Customer has made a complaint that their neighbour has not lived in their Council property for several years which breaches the Tenancy Policy.		
	1	Shirebrook	Customer would like to complain regarding how their noise complaint to the Housing department has been handled.		
	1	Unknown	Customer would like to complain about the Housing Options Team to regarding their homelessness enquiry.		
	1	Whitwell	Customer is unhappy with the way the Tenancy Management Officer spoke with them and the information that has been given.		
	1	Out of Area - Kings Lynn	Customers son lives next to a Council property which needs its guttering clearing. The customer did not like how they were spoken to by the Repairs Planner.	Housing Repairs and Maintenance	3
	1	Shirebrook	Customer has black mould in their property which was reported in February 2023 but has not been removed.		
	1	Shuttlewood	Customer is making a complaint regarding the replacement of their daughters Council property windows and the issues they have had with damp and mould.		
	1	Pleasley	The customer alleges that the Council is allowing squatting at a residential property as they are collecting Council Tax from them.	Legal	1
	2	Unknown	Customer had an incident at Go! Active at the Arc and has complained about the lifeguards actions.	Leisure	2
			Customer has received an email for which they were not the intended recipient.		
	1	Pleasley	The customer alleges that the Council is allowing squatting at a residential property as they are collecting Council Tax from them.	Planning	1

	2	Clowne	Customer is not happy with the number of snagging issues which are still outstanding on the bungalow.	Property Services	3	
			Customer advised a Council Officer nearly hit their vehicle in the Arc car park and then swore and shouted at them.			
	1	Unknown	Customer has had a disagreement with the leaseholder regarding the business insurance on their business unit for which the Council are listed as a superior landlord.			
	1	Bolsover	Customer has provided the Council with medical evidence for a Council Tax exemption which the Revenues department will not accept but is within Council policy.	Revenues	6	
	1	Glapwell	Customer has complained about Reminder notices for outstanding council tax being sent by 2nd class post rather than via email or 1st class post			
	1	Out of Area - Walton-on-thames	Customer has made enquiries regarding their Council Tax liability which were not answered. Following this they received a summons.			
	1	Shuttlewood	Customer is unhappy as they received a first reminder notice whilst they were in credit with their Council Tax. They were only informed of their credit after querying this.			
	1	Unknown	Customer has complained that as Estate Agents they have had to intervene on matters with the Revenues department they should not have done and continue to be harassed.			
	1	Worksop	Customers are executors and are disputing the outstanding amount on their Council Tax account.			
	1	Clowne	Customers green bin keeps not being collected until the mop up round.			Street Scene
1	Langwith Junction	Customer has complained that they have to keep reporting missed bins. The latest one was their green bin.				
Total Stage 1's for May 2024. Split by department					29	
Total Stage 1's for May 2024.					27	

2	Creswell	Complaint from landlord about a property rented out in BDC, where an EHO has been dealing with a property where there was a conflict of interest	Environmental Health	5		
		Customer has a Pest Control issue and is a Council Tenant. This has been reported but the issue is not resolved.				
1	Hillstown	Customer complained how an Environmental Health Officer dealt with an incident.				
1	Out of Area - North Wingfield	Customer has received a complaint from the Environmental Health Department and would like to complain about one of the Council's Officers who reported the issue.				
1	Whitwell	Anonymous customer claims that their neighbour is using their garage as a car repair centre.				
2	Bolsover	Customer would like to make a complaint regarding the Housing Tenancy Management Officer regarding their Tenancy.	Housing	6		
		Customer has provided evidence to resolve ongoing issues and repairs to be reviewed				
2	Creswell	Customer has concerns regarding repair works at their property and the communal areas.				
		Customer has a Pest Control issue and is a Council Tenant. This has been reported but the issue is not resolved.				
2	Whitwell	Customer would like to move properties due to ASB, they have not yet received a response regarding their request.				
		Customer is unhappy that the housing department are not responding about the number of animals in a neighbouring council property				
1	Barlborough	Customer has complained regarding work being carried out to the path directly outside their front door which is affecting their health.			Housing Repairs and Maintenance	8
1	Bolsover	Customer has provided evidence to resolve ongoing issues and repairs to be reviewed				
1	Clowne	Customer has complained regarding the state of the bungalow and the vegetation around the bungalow.				
1	Creswell	Customer has concerns regarding repair works at their property and the communal areas.				

1	Pinxton	Customer having to wait a long time for a repair appointment because no-one attended the first scheduled appointment.		
1	South Normanton	Customer is unhappy with the attitude and behaviour of the Councils Contractor Repairs Operative.		
1	Tibshelf	Customer advises there was a gas leak in their property.		
1	Whitwell	Customer has complained regarding planned electrical works at their mums property.		
1	Shirebrook	Customer is complaining about the behaviour and customer service of a Planning Officer.	Planning	2
1	Whitwell	Anonymous customer claims that their neighbour is using their garage as a car repair centre.		
1	Bramley Vale	Customer feels persecuted and harassed for non payment of Council Tax unfairly.	Revenues	5
1	Elmton	Customers Council Tax refund has been delayed and they are not happy with the conduct of a Revenues Officer.		
1	Shuttlewood	Customer is not happy with the service provided by two Benefit Officers and does not feel they have been supported. They have stated feedback has been inconsistent.		
1	Unknown	Customer has made allegations regarding a Benefits Office.		
1	Whitwell	Anonymous customer claims that their neighbour is using their garage as a car repair centre.		
7	Bolsover	Customer is unhappy with the Bin Man as they claim they stood on the customers drive and urinated Customer was carded for a contaminated bin without the bin men looking at the bin. Customer has not received their bin delivery in over a month. Customer is still waiting for all 3 bins which were ordered on the 10/5/24 Customer who is on the assisted list has had their bin missed on multiple occasions recently. The customer is unhappy with the state of the grass following it being cut by the Grounds Maintenance Department. Customer is unhappy that their bins have still not been delivered to the new build property	Street Scene	10

2	Clowne	Customer is concerned about the amount of herbicide spraying that has been done by BDC and whether BDC are aware of the new restrictions that the Government has brought in to safeguard hedges and vegetation. Also whether BDC are aware that a management plan has been agreed for the Clowne Linear Park.	
		Customer has complained regarding the state of the bungalow and the vegetation around the bungalow.	
	Creswell	Customer has requested to go on the assisted gardening list multiple times but has heard nothing back.	
Total Stage 1's for June 2024. Split by department			36
Total Stage 1's for June 2024.			30

Total Stage 1 Complaints for Q1 2024-2025. Split by department		96
Total Stage 1 Complaints for Q1 2024-2025.		86

Appendix 3 (D) Complaints by Department 01/04/24 – 30/06/24

Please note that some Stage Two complaints were for 2 or more departments

Stage 2 Complaints SUMMARY 2024/25					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
Apr-24	1	Clowne	Customer not happy with the Stage One complaint response and requested that it is escalated to a Stage Two.	Housing	1
	1	Not known	Customer not happy with Stage One complaint response and requested that it is escalated to a Stage Two. This is regarding the shower changing rooms	Leisure	1
	1	Bolsover	The customer would like Dragonfly Development Ltd to fix their roof and resolve the damp issue	Property Services	2

	1	Pleasley Vale	Customer not happy with the Stage One complaint response and requested that it is escalated to a Stage Two. Has raised questions they would like answering.		
	1	Creswell	The customer feels as though the response given in their Stage One complaint is what they have already been told on numerous occasions by the Refuse Team which has resulted in no change. They would like to know whether the issue they state is covered within Council policy and would like to know what system and policies the Bin Crew are trained to, who ensures they are being adhered to and how.	Street Scene	1
Total Stage 2's for April 2024. Split by department					5
Total Stage 2's for April 2024.					5
May-24	1	Clowne	Customer is unhappy with the response given. There is conflicting information and several repairs are still not complete.	Communications	1
	1	Pleasley	Customer is not happy with the Stage One response and would like their complaint to be escalated regarding a squatter.	Environmental Health	1
	1	Unknown	Customer is not happy with the Stage One response and would like their complaint to be internally reviewed regarding their Housing Application.	Housing	1
	1	Clowne	Customer is unhappy with the response given. There is conflicting information and several repairs are still not complete.	Property Services	1
	1	Pleasley	Customer is not happy with the Stage One response and would like their complaint to be escalated regarding a squatter.	Revenues	1
	1	Glapwell	Customer has made multiple complaints regarding bins blocking the pavement on their road.	Street Scene	1
Total Stage 2's for May 2024. Split by department					6
Total Stage 2's for May 2024.					4

Jun-24	1	Bolsover	Requested for this to be escalated to a Stage 2 complaint regarding multiple issues surrounding their tenancy.	Housing	2
	1	Creswell	Customer is not happy with the way the Rent and Recovery Team spoke with them and would like to escalate their complaint to Stage 2.		
	1	Bramley Vale	Requested to be escalated to a Stage 2	Revenues	3
	1	Shuttlewood	Requested to be escalated to a Stage 2 regarding a Housing Benefit Application.		
	1	Unknown	Requested an Internal review - Customer has complained that as Estate Agents they have had to intervene on matters with the Revenues department they should not have done and continue to be harassed.		
	1	Clowne	Has requested a Stage 2 with further concerns and enquiries following their Stage 1 response regarding herbicide.	Street Scene	1
Total Stage 2's for June 2024. Split by department					6
Total Stage 2's for June 2024.					6
Total Stage 2's for Q1 2024-2025. Split by department					17
Total Stage 2's for Q1 2024-2025.					15

Appendix 3 (E) MP Enquiries by Department 01/04/24 – 30/06/24

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

Q1 MP Enquiries SUMMARY 2024/25					
MONTH	No. of reports per parish	PARISH	MP Enquiry Header	Service Area	Numbers Per Department
Apr-24	1	Creswell	Customer reporting fly tipping on private land.	Environmental Health	1
	1	Bolsover	Enquiry regarding their Housing Application.	Housing	4
	1	Clowne	Customer has received a section 21 notice from the private landlord and are concerned that they may be evicted before getting a home with BDC		
	1	Creswell	Customer would like to move into a 2 bedroom council bungalow.		
	1	Kirkby in Ashfield	Customer would like to take over a tenancy they are not listed as the tenant or occupant for under exceptional circumstances.		
	1	Bolsover	Customer has a Household Member's Plan for Go! Active at the Arc to go swimming. However, due to personal circumstances they are enquiring if the fee can be reduced.	Leisure	2
	1	Creswell	Customer would like information on the suspension of Creswell Youth Club.		
	1	Hodthorpe	Customer reported that a BDC streetlight were not working.	Property Services	3
	1	New Houghton	Customer reported that BDC streetlights were not working.		
	1	Unknown	Customer would like to know if there is any support for the Working Men's Club in New Houghton		
	1	Hillstown	Customer would like the Council to reconsider offering them Council Tax Support.	Revenues	2
	1	Out of Area - Selston	Customer has advised that Revenues are chasing them for unpaid bills yet they have been issued refund forms which have not been responded to.		

	1	Bolsover	Customer would like the tree cutting down or pruning which is in front of their property and blocking light.	Street Scene	1		
Total MP Enquiries for April 2024. Split by department					13		
Total MP Enquiries for April 2024.					13		
	2	Bolsover	The customer has been refused DHP evidence. They also state that a Housing Officer has contacted them on numerous occasions regarding unpaid rent despite health issues.	Housing	5		
			Customer has been removed from the housing list due to no local connection.				
	1	Creswell	Customer has a number of repairs that need logging and for the Council to check in on the customers welfare.				
	1	South Normanton	Customer has received a section 21 notice and is due to have a baby. Social Services are involved and them and their 5 children are currently living with their mum which is now overcrowded.				
	1	Whitwell	Customer has raised issues about the footpath about their property.				
	1	Whitwell	Customer has raised issues about the footpath about their property.			Legal	1
	1	Unknown	President of the New Houghton Social Club raises concerns regarding the Bolsover Council licensing subcommittee intending to withdraw The New Houghton Social Club licence.			Licensing	1
	1	Creswell	Customer has raised concerns about the Harper Crewe Development in Hodthorpe relating to noise and dust and the impact on the primary school children.			Planning	1
	1	Bolsover	Customer has enquired if the Council own a piece of road to establish responsibility for a fence.			Property Services	2
	1	Clowne	Customer has reported the streetlights are not working and hedges are overgrown on a footpath in Clowne.				

	1	Creswell	Customer has a number of repairs that need logging and for the Council to check in on the customers welfare.	Housing Repairs and Maintenance	1
	2	Bolsover	The customer has been refused DHP evidence. They also state that a Housing Officer has contacted them on numerous occasions regarding unpaid rent despite health issues.	Revenues	4
			Customer has a medical exemption for Council Tax and the Revenues department are not accepting the evidence shown.		
	1	South Normanton	Customer would like clarification on their repayment plan, how they came to owe the amount they did and how it got as far as it did.		
	1	Unknown	Customer has contacted on behalf of individuals in a supported living project regarding the length of time their Housing Benefit Applications are taking.		
	1	Clowne	Customer has reported the streetlights are not working and hedges are overgrown on a footpath in Clowne.	Street Scene	2
	1	Unknown	Would like information regarding the maintenance of a local park.		
Total MP Enquiries for May 2024. Split by department					17
Total MP Enquiries for May 2024.					13
Jun-24	1	Bolsover	Customer is not happy that they have been removed from the housing list. Believes the Council have lost some paperwork which is why the decision to be removed has been made	Housing	3
	1	Creswell	Customer would like to be considered for a bungalow and has submitted medical evidence.		
	1	Whitwell	Customer has an ongoing ASB Case with their neighbours and would like to move properties.		

	1	Clowne	Customer is concerned that a tree may be removed by a builder on a site that has received Planning permission.	Planning	2
	1	Pilsley	Customers Planning Application has been rejected without communication from the Council or constructive discussion.		
	1	Pinxton	Customer is worried about the Summons they have received as their property flooded in October and this is causing stress to the family	Revenues	1
Total MP Enquiries for June 2024. Split by department					6
Total MP Enquiries for June 2024.					6

Total MP Enquiries for Q1 2024-2025. Split by department					36
Total MP Enquiries for Q1 2024-2025.					32