

**Bolsover District Council**

**Meeting of the Customer Services Scrutiny Committee on 18<sup>th</sup> November 2024**

**Customer Service Standards / Compliments, Comments and Complaints**

**Report 24/25 1<sup>st</sup> July 2024 to 30<sup>th</sup> September 2024**

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

<b>Classification</b>	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 1<sup>st</sup> July 2024 to 30<sup>th</sup> September 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 achieved 87% for quarter 2.

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

Benefits achieved 94% for quarter 2.

##### **2.1.2 Contact Centres (Appendix 1)**

###### **Telephones**

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

Contact Centres achieved 77% for quarter 2 (18,364 calls answered).

###### **E-mails**

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

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

For this reporting period, 1<sup>st</sup> July 2024 to 30th September 2024:

- 8383 email enquiries (in Q2) from the public were received through [enquiries@bolsover.gov.uk](mailto:enquiries@bolsover.gov.uk)
- 100% were acknowledged within one working day.
- 100% were replied to in full within 8 working days with 5 emails over target 8 working days for Q2.

## Live Chat

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

Contact Centres achieved 89% for quarter 2 (737 chats answered).

## Face to Face

Next Face to Face monitoring scheduled 11/11/24.

### 2.1.3 Corporate Telephone Standard (Appendix 2)

**Target - 90% to be answered within 20 seconds.**

Appendix 2 shows the performance between 1st July 2024 and 30<sup>th</sup> September 2024 by quarterly period.

The report identifies Quarter 2 92% of incoming calls are being answered corporately within 20 seconds cumulatively, which is above standard.

The majority of departments achieved and exceeded the corporate target of 90%, with the exception of the following departments Dragonfly Repairs, Procurement, Legal & Audit

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

Appendix 2 shows the performance between 1st July 2024 and 30<sup>th</sup> September 2024 by quarterly period. The report identifies Quarter 2, 7% 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 74 written compliments were received during Q2 1<sup>st</sup> July to 30<sup>th</sup> September 2024. Compliments were received from customers who appreciated excellent service.

Go Active Customer Feedback Form  
Compliments recorded Q2 - 18

### Comments

Appendix 3 (B) shows the number of written comments received for the period Q2 1<sup>st</sup> July to 30<sup>th</sup> September 2024, 5 comments were received and 100% were acknowledged and passed to the respective department within the target time of 5 working days, for consideration when reviewing their service.

Go Active Customer Feedback Form  
Comments and suggestions Q2 - 11

## Complaints

### Stage One Complaints

Appendix 3 (C, D) shows the number of stage one complaints and M.P. enquiries received by department, 99 stage one complaints Q2 1<sup>st</sup> July to 30<sup>th</sup> September 2024 and 1 M.P. enquiry during this same period.

In July 2024, following the General Election a new M.P. took over Bolsover District. The Council have not yet received any constituent enquiries or complaints or contact details for the new M.P. the Customer Services Department have directed customers to Parliament contact details.

98% 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 Q2 - 6

### 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.

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

### Ombudsman

3 Ombudsman complaints have been received for Q2 1<sup>st</sup> July to 30<sup>th</sup> September 2024. All of which were not investigated by the Ombudsman's as there was insufficient evidence of fault causing injustice.

### 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 Q2:

Complaint Number	Description	Improvement
7162	Customer has complained regarding the NNDR Department not replying to correspondence.	Procedures have been implemented to prevent re-occurrence such as correspondence being viewed separately in a timely manner and team members ensure officers are aware of call backs.

7165	Customer has complained regarding the smoke alarm being out of date and the appointment being scheduled on the wrong date.	Council have implemented a fully automated system for the fire alarms and CO2 detector dates so that no alarms can go out of date.
7175	Customer has complained regarding an emergency repair and the attitude of one of the Central Control Operators	Central Control have asked the Officer to call the Manager if any similar issues arise. The Council's Contractor is to implement a measure to inform the Council if the contracted hours cannot be met.
7215	Customer has received an arrangement letter which they did not agree to and they believe they have paid all arrears.	Revenues Department have implemented a system where an Officer will look through complaints each day to check so they can be forwarded to CCCAdmin.
7275	Customer has reported that a Warden refused to call an ambulance and dealt with a situation incorrectly.	In the future the Support Officer has been advised to contact 111 to seek further advice to reassure service users of the decisions being made, if it is felt that a 999 call is not necessary.
BDC645554198	Customer is on assisted gardening and has requested that the grass and hedges on the front and back garden can be cut. This has been reported several times.	Updated the tenancy sign up script for transfer of assisted gardening services as was not integrating properly to Grounds Maintenance Staff on the back office system.

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

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

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

<b>DOCUMENT INFORMATION</b>	
<b>Appendix No</b>	<b>Title</b>
1.	Customer Service Standards monitoring 01/07/24 to 30/09/24
2.	Telephony performance 01/07/24 to 30/09/24
3.	Compliments, Comments and Complaints: A. Compliments by department 01/07/24 to 30/09/24 B. Comments by department 01/07/24 to 30/09/24 C. Stage One complaints 01/07/24 to 30/09/24 D. Stage Two complaints by department 01/07/24 to 30/09/24 E. M.P Enquiries 01/07/24 to 30/09/24

<b>Background Papers</b>
None

APPENDIX 1 – Customer Service Standards Monitoring 01/07/24 – 30/09/24.

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	100%
July to September	22,243	92%	18,364	77%	87%	94%	8,383	100%	100%	737	89%	99	98%	1	100%
Quarter 2 Cumulative	46,010	91%	37,701	75%	84%	95%	16,912	100%	100%	1,559	90%	185	99%	33	100%
October to December															
Quarter 3 Cumulative	46,010	91%	37,701	75%	84%	95%	16,912	100%	100%	1,559	90%	185	99%	33	100%
January to March															
Quarter 4 Cumulative	46,010	91%	37,701	75%	84%	95%	16,912	100%	100%	1,559	90%	185	99%	33	100%



APPENDIX 2 –Telephony Performance 01/07/24 – 30/09/24

2024/25 Q1 & Q2 April - Sept Target - 90% to be answered within 20 seconds Target - 10% Unanswered Calls (Abandoned)	Q1						Q2					
Department (by directorate)	Total Calls Received	Total Calls Answered	Total Calls Answered within 20s	% Answered within 20s	Abandoned /Lost calls	% Abandoned calls	Total Calls Received	Total Calls Answered	Total Calls Answered within 20s	% Answered within 20s	Abandoned /Lost calls	% Abandoned calls
<b>Services</b>												
<b>Services Director Executive, Governance, Customer Services &amp; Partnerships</b>	14	9	8	88%	5	36%	8	2	1	50%	6	75%
Customer Services	130	100	98	98%	30	23%	129	96	93	96%	33	26%
HR & Payroll	221	195	192	98%	26	12%	223	199	195	97%	24	11%
Partnership Team	9	6	6	100%	3	33%	3	3	3	100%	0	0%
Communications	84	76	76	100%	8	10%	94	81	81	100%	13	14%
Executive												
<b>Services Director Finance &amp; Section 151 Officer</b>	17	16	16	100%	1	6%	7	7	7	100%	0	0%
Finance & Accountancy	132	120	117	97%	12	9%	84	76	75	98%	8	10%
Revenues & Benefits	10400	10367	8803	85%	33	0%	9063	9039	8148	90%	24	0%
Joint ICT	933	889	728	81%	44	5%	924	901	801	88%	23	2%
Audit												
<b>Services Director Corporate &amp; Legal Services and Monitoring Officer</b>	37	35	35	100%	2	5%	33	32	32	100%	1	3%
Legal	14	14	14	100%	0	0%	20	17	15	88%	3	15%
Elections	311	250	240	96%	61	20%	221	183	177	96%	38	17%
Governance	59	52	49	94%	7	12%	82	73	71	97%	9	11%
Procurement	35	20	19	95%	15	43%	54	46	41	89%	8	15%
Performance & Improvement	58	35	35	100%	23	40%	59	35	35	100%	24	41%
Scrutiny	20	19	18	94%	1	5%	33	30	27	90%	3	9%
<b>Total</b>	<b>12474</b>	<b>12203</b>	<b>10454</b>	<b>86%</b>	<b>271</b>	<b>2%</b>	<b>11037</b>	<b>10820</b>	<b>9802</b>	<b>91%</b>	<b>217</b>	<b>2%</b>
<b>Strategy</b>												
<b>Strategic Director of Services</b>	20	19	19	100%	1	5%	18	17	17	100%	1	6%

Planning & Planning Policy	745	690	653	95%	55	7%	642	555	506	91%	87	14%
Joint Environmental Health	2351	2260	2066	91%	91	4%	2366	2285	2090	91%	81	3%
Housing Management & Enforcement	3293	2982	2786	93%	311	9%	3152	2795	2627	94%	357	11%
Corporate Health & Safety	57	31	29	93%	26	46%	73	54	52	96%	19	26%
Street Scene	1746	1580	1502	95%	166	10%	1672	1527	1453	95%	145	9%
Leisure, Health & Well Being	1407	1029	984	96%	378	27%	1332	992	940	95%	340	26%
	<b>9619</b>	<b>8591</b>	<b>8039</b>	<b>94%</b>	<b>1028</b>	<b>11%</b>	<b>9255</b>	<b>8225</b>	<b>7685</b>	<b>93%</b>	<b>1030</b>	<b>11%</b>
<b>Dragonfly</b>												
<b>Dragonfly Development Ltd Director</b>	1	1	1	100%	0	0%	2	1	1	100%	1	50%
Repairs	2413	2283	2005	87%	130	5%	2902	2573	2265	88%	329	11%
Economic Development	56	46	44	95%	10	18%	57	43	40	93%	14	25%
Facilities	146	141	140	99%	5	3%	177	167	167	100%	10	6%
Property & Commercial	273	236	231	97%	37	14%	230	195	194	99%	35	15%
Property Services	272	262	253	96%	10	4%	225	216	208	96%	9	4%
Engineers	4	4	4	100%	0	0%	3	3	3	100%	0	0%
<b>Total</b>	<b>3165</b>	<b>2973</b>	<b>2678</b>	<b>90%</b>	<b>192</b>	<b>6%</b>	<b>3596</b>	<b>3198</b>	<b>2878</b>	<b>90%</b>	<b>398</b>	<b>11%</b>
	<b>25258</b>	<b>23767</b>	<b>21171</b>	<b>89%</b>	<b>1491</b>	<b>6%</b>	<b>23888</b>	<b>22243</b>	<b>20365</b>	<b>92%</b>	<b>1645</b>	<b>7%</b>

Total in standard includes all incoming calls between Monday to Friday 9.00 a.m. until 17.00 p.m.: Answered on the original extension within 20 seconds. Transferred to another extension or divert within 20 seconds. Picked up by a group pick up within 20 seconds  
Which ring off within 20 seconds are unanswered (Abandoned)

Does not meet target

Appendix 3 (A) Compliments by Department 01/07/24 – 30/09/24

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

Q2 Compliments 2024/25					
MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department
Jul-24	1	Langwith Junction	Customer advised that it is always a pleasure to speak with the Customer Services Team.	Customer Services	4
	2	South Normanton	Customer would like to thank the Council Officers that they dealt with during their Housing Application. The Housing Options Team, Housing Needs Assistant and Customer Advisors were kind and thoughtful which helped them during a tough time. The Customer Advisor was easy to talk with and nothing was much trouble.		
			Customer advised that the Customer Advisor was a 'star' providing the Housing Application process information.		
	1	Unknown	The Customer Advisor they spoke with was very helpful and went out of their way to ensure their issue was logged and dealt with.		
	2	Bolsover	Customer thanked the Community Safety and Enforcement Manager for the progress the team has made to prevent recurring antisocial behaviour. They are pleased to know the Council care about their welfare and thanked two CAN Rangers who have been excellent and conscientious at getting the work done and keeping the resident informed of progress.	Housing	9
			Customer wanted to thank the Community Action Network Rangers for setting up all the repairs and cameras where there is antisocial behaviour. Their actions were prompt and effective after listening to residents. The place is a much improved area and the resident is happier.		
	2	Pinxton	Customer sent a thank you card, thanking the Housing Allocations Team for all they had done.		
			Customer sent a thank you card, thanking the Housing Needs Assistant for assisting them with getting a BDC property and making them so happy		

**Q2 Compliments 2024/25**

	1	South Normanton	Customer would like to thank the Council Officers that they dealt with during their Housing Application. The Housing Options Team, Housing Needs Assistant and Customer Advisors were kind and thoughtful which helped them during a tough time. The Customer Advisor was easy to talk with and nothing was much trouble.		
	1	Tibshelf	Customer thanked the Housing Team and Contact Centre for their continued support in signing up for a Council property.		
	3	Unknown	Customer wanted to thank the Housing Options Officer for helping them through worry and anxiety and for them going above and beyond. They think the Officer is exceptional at their job and the customer will always be thankful for what they had done. The Officer was also friendly, kind and understanding at all times.		
Customer thanked the Housing Options Triage Officer for being so kind, helpful and non-judgemental.					
Customer thanked the Community Enforcement Ranger for helping to control the traffic during a road traffic accident.					
	1	Creswell	Customer thanked the Senior Revenues Officer for being very helpful and for all their advice.	Revenues	5
	1	Shirebrook	Customer thanked the Senior Revenues Officer for helping so swiftly with their Council Tax Support issue.		
	3	Unknown	Customer thanked the Senior Revenues Officer for swiftly responding to their enquiry and for taking great effort to explain the calculation.		
Would like to thank the Revenues Officer personally for their help as they have been amazing over the last year.					
Customer thanked the Principal Billing and Recovery Officer for the turnaround time, the customer advised the Officer had excelled themselves.					
	1	Blackwell	Customer thanked the Grounds Maintenance Team for the great job they had done.		
	1	Bolsover	Customer is very pleased with how promptly their request was dealt with at a memorial garden and that they would like to say thank you to the Grounds Maintenance Team who have done a good job.	Street Scene	8

Q2 Compliments 2024/25					
	1	Clowne	Customer would like to thank the lovely gentleman that collected their bin this morning, they are now on the assisted list and want to say thank you for the service.		
	1	Shirebrook	Customer would like to thank the road sweeper operative who was lovely and accommodating, helping to smarten the street up and doing a thorough job		
	2	South Normanton	Thanked the Council for their help with removing graffiti.		
			Customer advised that the Bulky Collections Team have provided an excellent service this morning.		
	2	Unknown	Customer thanked the Grounds Maintenance Team for removing fly tipping, complimented them on being a great team.		
			Customer would like to thank the two members of the Refuse Crew who helped move their car from the road when it had broken down. They were both very helpful and kind.		
	<b>Total compliments for July 2024. Split by department</b>				
<b>Total compliments for July 2024.</b>					<b>25</b>
Aug-24	1	Unknown	Customer thanked the Communications Team for help promoting their service. They have seen a dramatic increase in referrals.	Communications	1
	1	Glapwell	Thanked the Customer Advisor for being so helpful. They resolved a problem which they had had for 5 weeks.	Customer Services	1
	1	Clowne	Customer thanked the Temporary Accommodation Officer and Housing Options Officer for their support and hard work. The customer advised they have been patient, understand and have gone above and beyond for them.	Housing	4
	2	Unknown	Customer thanked the Homeless Triage Officer for the very efficient and speedy work to get their mum rehoused. The support and care taken in the housing application it a tribute to all of you		
Customer thanked the Housing Innovations Team who went over and above to ensure the Housing Services all came back following efforts to patch servers.					

**Q2 Compliments 2024/25**

	1	Whitwell	Customer stated the Community Enforcement Rangers are superheroes and have changed their life forever giving them faith and trust in others using safe and secure items. They also tidied up their garden for them and left them with tears of joy through their positivity, they deserve a medal and have made a massive positive impact in their life.		
	1	Barlborough	Customer wanted to thank Dragonfly Repairs and Inspector for a brilliant job they had done and they were professional and friendly.	Housing Repairs and Maintenance	7
	1	Blackwell	Thanked and complimented the Repairs Co-ordinator, they are pleased repair jobs are getting sorted.		
	1	Bolsover	Customer thanked the two Repairs Operatives as they had been brilliant.		
	1	Clowne	Customer thanked the Repairs Operative who was very polite, efficient and pleasant.		
	1	Creswell	Customer would like to thank the Repairs Operative who attended their property for an electrical check, they were very polite and efficient.		
	2	Tibshelf	Customer complimented the two Repairs Operatives that have recently carried out work at their property. The customer described the operative who fixed their toilet as a brilliant worker who was clean and tidy and did a very good job. The operative who fitted a shower cubicle was clean, tidy and their work was excellent. The customer has stated they are two of the best workers for the Council.		
			The customer stated that the Council's Contractor's Operatives were polite and respectful and it impressed the resident that shoe covers were worn.		
	1	Newton	Customer thanked the Principal Benefits and Technical Officer for their email and for taking the time to explain the situation to them.	Revenues	3
	1	Pinxton	Customer thanked the Senior Revenues Office for their information regarding the Householder Support Fund and that this has taken a big weight off their mind.		

Q2 Compliments 2024/25					
	1	Tibshelf	Customer thanked the Senior Revenues Officer for being very helpful in helping them complete a form. The customer said they were a credit to their job and it was great for them to help.		
	1	Clowne	Customer thanked a Refuse Operative who found their phone and ensured it was returned to the right person.	Street Scene	2
	1	South Normanton	Thanked the Grounds Maintenance Team for carrying out works to the South Normanton churchyard.		
<b>Total compliments for August 2024. Split by department</b>					<b>18</b>
<b>Total compliments for August 2024.</b>					<b>18</b>
Sep-24	1	Bolsover	The Customer has advised that the Customer Advisors are always so friendly and helpful.	Customer Services	5
	1	Newton	Customer wanted to thank Customer Services and Dragonfly Repairs for being so helpful, their gate post was fixed the day after it was reported.		
	1	Out of Area -Tapton	Customer would like to compliment Bolsover District Council and their policies. The customer likes that the Council offers a face to face service for residents, how the housing stock is managed (including repairs, getting void properties ready and new builds) and how the refuse service is in house.		
	1	Shirebrook	Thanked a Customer Advisor for being very efficient and having a lovely manner.		
	1	South Normanton	Customer wanted to thank the Customer Advisor and Community Enforcement Ranger for their efficient help with the issue they reported, they are extremely grateful.	Economic Development	1
	1	Unknown	The Chair of the Scrutiny Committee stated the work completed by the Economic Development Team to deliver projects with funding was very impressive and members agreed their success should be congratulated.		
	1	Bolsover	The customer thanked the pest control team for putting their mind at ease with the rat infestation. Everything was discussed in detail and they were very knowledgeable. Their manner and respect for my property on each visit should not go unnoticed.		

**Q2 Compliments 2024/25**

	1	Shirebrook	Customer wants to say a big thankyou to pest controller. They got the job done quickly and efficiently yesterday. There are no more wasps! They were friendly and very helpful, with a lovely manner.		
	1	Bolsover	Customer thanked two Careline Wardens who helped with their medical emergency, they also returned the next day to check they were ok. They are very grateful for the service and cannot thank the wardens enough for their help which may have saved their life.		
	1	Clowne	Customer wanted to give a big thank you to the Housing Options Team, the Careline and Independent Living Manager and all the staff that supported the customers 'amazing' move.		
	1	New Houghton	Customer wanted to thank the Community Enforcement Ranger for their help and advice which they are grateful for.		
	1	Newton	Thanked the Housing Options Officer for all their help. They have been outstanding and the customer really appreciates everything that has been done for them.		
	1	Out of Area - Tapton	Customer would like to compliment Bolsover District Council and their policies. The customer likes that the Council offers a face to face service for residents, how the housing stock is managed (including repairs, getting void properties ready and new builds) and how the refuse service is in house.	Housing	10
	1	Pinxton	Thanked the Housing Needs Assistant for meeting the customers' needs		
	1	Shirebrook	Thanked the Rent Officer for all their help in providing proof of address by sending out the rent statement		
	1	South Normanton	Customer wanted to thank the Customer Advisor and Community Enforcement Ranger for their efficient help with the issue they reported, they are extremely grateful.		
	2	Unknown	The customer thanked the housing team for all their help as it really meant a lot and they are extremely grateful.		
			Customer is grateful for all of the help they have received and is happy to have this chance of a safe place to live.		



**Q2 Compliments 2024/25**

	1	Bolsover	Customer has stated that Repairs Operatives always do a great job.	Housing Repairs and Maintenance	6
	1	Creswell	Customer would like to thank the Senior Repairs Co-ordinator and the Contractors 2 Repair Operatives for sorting out the problem with the shower.		
	2	Newton	Customer wanted to advise how happy they were with the efficient service provided to them and say thank you. Their gutter was fixed and grass trimmed the same week it was reported.		
			Customer wanted to thank Customer Services and Dragonfly Repairs for being so helpful, their gate post was fixed the day after it was reported.		
	1	Out of Area -Tapton	Customer would like to compliment Bolsover District Council and their policies. The customer likes that the Council offers a face to face service for residents, how the housing stock is managed (including repairs, getting void properties ready and new builds) and how the refuse service is in house.		
	1	Whaley Thorns	The Customer thanked Dragonfly Repairs Team for the brickwork repairs to their property, it has made a difference to them and they are very grateful.		
	1	Unknown	Customer complimented how easy it had been to get everything set up e.g. customer bins, council tax. They found the self-service website simple to navigate and comprehensive. They have also found it to be easy to speak with Officers and everyone has been professional, friendly and extremely helpful.	ICT	1
	1	Alfreton	Customer wanted to thank Communications for the videos posted on You Tube. Wishes this also could have been done at their previous Council	Partnerships and Transformation	1
	1	Unknown	Thanked the Planner for their support in Planning Application processes and decisions.	Planning	1
3	Bolsover	Customer has thanked the Revenues and Benefits Manager for their help.	Revenues	7	
		Thanked the Principal Billing and Recovery Officer for their help and advised they were very grateful.			

**Q2 Compliments 2024/25**

			Has thanked the Principal Billing and Recovery Officer for their help following Household Support.		
	1	New Houghton	Customer feels overwhelmed with the help provided by the Benefits Team.		
	1	South Normanton	Advised that the Benefits Officer they corresponded with was so helpful, empathetic, caring and understanding and they are so grateful for the teams help.		
	2	Unknown	Customer complimented how easy it had been to get everything set up e.g. customer bins, council tax. They found the self-service website simple to navigate and comprehensive. They have also found it to be easy to speak with Officers and everyone has been professional, friendly and extremely helpful.		
			Thanked the Senior Revenues Officer for their help sorting a liability which had been a struggle with a previous tenant.		
	1	Bolsover	Advised the Waste Promotions Officer had been great in keeping regular contact and updating them regarding the bin presentation point.	Street Scene	5
	1	Newton	Customer wanted to advise how happy they were with the efficient service provided to them and say thank you. Their gutter was fixed and grass trimmed the same week it was reported.		
	1	Out of Area -Tapton	Customer would like to compliment Bolsover District Council and their policies. The customer likes that the Council offers a face to face service for residents, how the housing stock is managed (including repairs, getting void properties ready and new builds) and how the refuse service is in house.		
	2	Unknown	Complimented the top quality job the Grounds Maintenance Team have done when mowing the sports ground and that it is often commented on. They take their hat off to them as they've done a brilliant job.		

<b>Q2 Compliments 2024/25</b>				
			Customer complimented how easy it had been to get everything set up e.g. customer bins, council tax. They found the self-service website simple to navigate and comprehensive. They have also found it to be easy to speak with Officers and everyone has been professional, friendly and extremely helpful.	
<b>Total compliments for September 2024. Split by department</b>				<b>39</b>
<b>Total compliments for September 2024.</b>				<b>31</b>
<b>Total compliments for Q2 2024-2025. Split by department</b>				<b>83</b>
<b>Total compliments for Q2 2024-2025.</b>				<b>74</b>

Appendix 3 (B) Comments by Department 01/07/24 – 30/09/24

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

<b>Q2 Comments 2024/25</b>					
<b>MONTH</b>	<b>No. of reports per parish</b>	<b>PARISH</b>	<b>Comment Header</b>	<b>Service Area</b>	<b>Numbers Per Department</b>
Jul-24	1	Out of Area - Mansfield Woodhouse	Comments regarding the housing application process and policy and how the customer feels that Bolsover Council just look after their own residents.	Housing	1
	1	Unknown	Customer wanted to comment anonymously on two Dragonfly vehicles for the department to investigate.	Repairs	1
<b>Total comments for July 2024. Split by department</b>					<b>2</b>
<b>Total comments for July 2024.</b>					<b>2</b>
<b>Total comments for August 2024. Split by department</b>					<b>0</b>
<b>Total comments for August 2024.</b>					<b>0</b>
Sep-24	1	Unknown	Customer thinks the satisfaction survey needs improvements and has suggested changes.	Customer Services	1
	1	Bolsover	Customer would like the Environmental Health Department to check MOT / Insurance before leaving stickers on car windscreens regarding abandonment.	Environmental Health	1
	1	Shirebrook	Customer has received an email from the Planning Department and they believe information to be incorrect.	Planning	1
<b>Total comments for September 2024. Split by department</b>					<b>3</b>
<b>Total comments for September 2024.</b>					<b>3</b>
<b>Total comments for Q2 2024-2025. Split by department</b>					<b>5</b>
<b>Total comments for Q2 2024-2025.</b>					<b>5</b>

APPENDIX 3 (C) – Stage 1 Complaints by Department 01/07/24 – 30/09/24

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

<b>Q2 Stage 1 Complaints 2024/25</b>					
<b>MONTH</b>	<b>No. of reports per parish</b>	<b>PARISH</b>	<b>Complaint Header</b>	<b>Service Area</b>	<b>Numbers Per Department</b>
<b>Jul-24</b>	1	Clowne	Customer has complained concerning letters being received about an arrangement being defaulted due to technical issues with the payment Kiosk at Clowne CC	Customer Services	1
	1	South Normanton	Customer has complained about the attitude of one of the Election Team staff members	Elections	1
	1	Shirebrook	Customer is still experiencing a noise nuisance following their initial complaint to the Council where further action was taken. Following this no further updates have been received or progress made.	Environmental Health	1
	2	Clowne	Customer has complained that the Rangers have not been providing updates about an ongoing issues next door	Housing	9
			Customer has complained regarding a Council employee entering the customers property without knocking		
	1	Creswell	Customer has complained regarding the way the housing application has been dealt with		
	2	Shirebrook	Customer is still experiencing a noise nuisance following their initial complaint to the Council where further action was taken. Following this no further updates have been received or progress made.		
			Customer has complained regarding an emergency repair and the attitude of one of the Central Control Operators		
	1	South Normanton	Customer has not received the decision of their Housing Application appeal and it has been the 56 days specified.		
	3	Whitwell	Customer complained regarding their application for Householder Support Fund, Discretionary Housing Payments and Housing Benefit. They are also unhappy with the condition of the property when they took over the tenancy.		
Customer disagrees with the Council allowing their neighbour to install CCTV and has also made reports to the Council which have resulted in no action.					

**Q2 Stage 1 Complaints 2024/25**

			Customer has complained regarding bidding on properties		
1	Shirebrook		Customer has complained regarding an emergency repair and the attitude of one of the Central Control Operators	Housing Repairs and Maintenance	3
1	Tibshelf		Customer has complained regarding the smoke alarm being out of date and the appointment being scheduled on the wrong date		
1	Whitwell		Customer complained regarding their application for Householder Support Fund, Discretionary Housing Payments and Housing Benefit. They are also unhappy with the condition of the property when they took over the tenancy.		
1	Pleasley		Customer was advised there was no refunds for swimming lessons being cancelled however was informed it was 30 days cancellation previously.	Leisure	3
2	Unknown		Customer not happy about the usage of the disabled parking at The Arc on a weekend. Customer is unhappy with their child's swimming lessons. They feel there is an inconsistency and that the competency log is not being used. They also raise concerns if all the teachers are qualified.		
1	Clowne		Customer is unhappy as nobody was able to answer their Planning Enforcement query due to annual leave.	Planning	2
1	Hardstoft		Customer has complained about the planning procedure for a development of a property in Hardstoft		
1	Bolsover		Customer has complained concerning the installation that was fitted by Property Services which were never connected.	Property Services	2
1	Unknown		Customer not happy about the usage of the disabled parking at The Arc on a weekend.		
1	Blackwell		Customer has complained about receiving a court letter.	Revenues	5
1	Clowne		Customer has complained concerning letters being received about an arrangement being defaulted due to technical issues with the payment Kiosk at Clowne CC		
1	Pinxton		Customer has complained regarding the NNDR Department not replying to customers correspondence.		
2	Tibshelf		Customer has complained about business rates relief.		

**Q2 Stage 1 Complaints 2024/25**

			Customer has complained about the behaviour of a Senior Benefits Officer and the length of time to be given a decision.		
2	Barlborough		Customer has received no communication from the Grounds Maintenance Department since their report.	Street Scene	16
			Customer has complained regarding their bins being missed and not being returned to correct location.		
5	Bolsover		Customer has complained that Grounds Maintenance are not responding		
			Customer reported an issue with a tree last year to the Grounds Maintenance Team but hasn't received a response despite several chase ups.		
			Customers was delivered a regular sized bin instead of an extra capacity one which they had ordered 7 weeks prior.		
			Customers assisted bin collection has been missed on several occasions.		
			Customer has complained about still not receiving the burgundy bin which was ordered on the 10th May 2024		
4	Clowne		Customers bin is being left at the bottom of their road instead of being returned to the correct location. This has already been reported as a service request.		
			Customer reported the grass verges and hedgerows to their property are very overgrown and has not heard back.		
			Customer has alleged the Refuse Team have dropped a bag of glass on the road and they have damaged their tyre because of it.		
			Customer has complained because they have been advised that they can't have an additional green bin		
1	Pinxton		Customer has been chasing their replacement bin order for several months.		
1	Tibshelf		Customer has complained their black bin has not yet been replaced.		
1	Whaley Thorns		Customer has complained about the state of the garden at the side of their property		
2	Whitwell		Customers hedge has been sprayed with chemicals by the Grounds Maintenance Team and they are concerned the hedge may be dying.		

Q2 Stage 1 Complaints 2024/25					
			Customers green bin was not collected due to the compostable bags used; however, they are stated as accepted on the Council's website and calendar.		
<b>Total Stage 1's for July 2024. Split by department</b>					<b>43</b>
<b>Total Stage 1's for July 2024.</b>					<b>38</b>
Aug-24	1	Clowne	Customer is unhappy with the TMO not dealing with issues with the neighbours. They are also unhappy that their back door keys did not fit	Customer Services	4
	1	South Normanton	Customer has complained that a Customer Advisor did not put through their missed bin report and therefore their bin has missed the mop up round.		
	1	Unknown	Customer has complained regarding their homeless application and a Customer Advisor.		
	1	Whaley	Customer is unhappy with actions of a Customer Advisor.		
	1	South Normanton	Customer was unhappy with an Environmental Health Officers attitude.	Environmental Health	1
	1	Clowne	Customer is unhappy with the TMO not dealing with issues with the neighbours. They are also unhappy that their back door keys did not fit	Housing	4
	1	Shirebrook	Customer is unhappy with the Housing Options team contacting via phone rather than email which put them in a dangerous situation		
	1	Unknown	Customer has complained regarding their homeless application and a Customer Advisor.		
	1	Whitwell	Customer is unhappy that a Housing Officer visited unannounced.		
	2	Creswell	Customer is unhappy with the wet room floor	Housing Repairs and Maintenance	4
			Customer has complained regarding damage caused by the Council's Contractor		
	2	Pinxton	Customer has alleged the Repairs Operatives attended the property but did not complete any work.		
			Customer has contacted the Council to no avail regarding a neighbouring Council properties dangerous wall that needs replacing.		
	1	Clowne	Customer has complained to the Planning department regarding sharing details for a Planning Application.	Planning	3
1	Hardstoft	Customer has made a complaint regarding a Planning Application which they have concerns about regarding a boundary.			



**Q2 Stage 1 Complaints 2024/25**

	1	Pleasley	Customer has complained to the planning department regarding an ongoing planning application and a document that was removed from the public access.		
	1	Clowne	Customer has received an arrangement letter which they did not agree to and they believe they have paid all arrears.	Revenues	3
	1	Shirebrook	Customer was informed they were eligible for a Council Tax discount and refund, after several months the customer was informed a mistake had been made and they owed money.		
	1	Unknown	Customer has complained about poor communication from the Planning department and their bill being passed to enforcement agents.		
	1	Blackwell	Customer is unhappy that a BDC worker disclosed their name, a breach of the Data Protection Act		
	3	Bolsover	Customer is not happy they have not received their bins after 6 weeks.	Street Scene	10
			Customer is a social worker and complained regarding their clients assisted bin collections.		
			Customer is not happy their green bin hasn't been collected on a few occasions and it was missed on the mop up round.		
	1	Clowne	Customers bin has been missed three times this year.		
	2	Pinxton	Customers black bin is being continually missed and then collected on the mop up round.		
			Customer has reported the lack of maintenance at a churchyard for several months but the issue persists.		
	1	Shirebrook	Customer is not happy that the Customer Advisor did not put through their missed bin report correctly resulting in their bin not being collected on the mop up round.		
	1	South Normanton	Customer made a request for their road to be cleaned due to a liquid spillage. This has still not been completed.		
	1	Whaley Thorns	Customer has made several enquiries to Grounds Maintenance regarding their assisted garden not being cut but has not received a response.		
<b>Total Stage 1's for August 2024. Split by department</b>					

**Q2 Stage 1 Complaints 2024/25**

**Total Stage 1's for August 2024.**

**27**

Sep-24	1	Hodthorpe	Customer did not present their bin so they were informed side waste would be collected on the next collection, however it was not.	Customer Services	1
	1	Bramley Vale	Customer complained about receiving a rent arrears letter the day before the rent payment needed to be paid	Housing	5
	1	Clowne	Customer has complained that the Community Enforcement Rangers are not following the policies online		
	1	Out of Area - Hasland	Customer has complained regarding administrative issues which led to their Housing Application being rejected.		
	1	Shirebrook	Customer has reported that a Warden refused to call an ambulance and dealt with a situation incorrectly.		
	1	Whitwell	Customer is not happy about the behaviour of the Community Enforcement Rangers		
	4	Bolsover	The customer is not happy with the actions taken or information given by the Repairs Inspector.	Housing Repairs and Maintenance	9
			Customer is not happy with the standard of repairs carried out by the Council.		
			Customer is not happy with the repair that has been carried out with the pointing of the roof		
			Customer disputes that an operative attended their property to inspect their roof.		
	2	Bramley Vale	Customer is not happy how they were spoken to by the Inspector		
			Customer is not happy that they have not received any communication regarding the electrical testing.		
	1	Shirebrook	Repairs team did not attend the scheduled appointment and no explanation provided		
	1	Tibshelf	Customer reported a repair a while ago and it has still not been fixed.		
1	Whitwell	Customer is unhappy with the Council's Contractor as they did not pick up all pieces of glass.			

**Q2 Stage 1 Complaints 2024/25**

1	Tibshelf	Customer is not happy with the state of the playground at Lincoln Street Tibshelf	Leisure	1
2	Clowne	The communal boiler been intermittent when producing heating or hot water.	Property Services	2
		The communal hot water has been intermittent for over a week.		
1	Clowne	Customer has complained about issues they have had with the Revenues Department and Officers and how this has affected their current arrears.	Revenues	2
1	Pinxton	Customer has complained that a Revenues Officer did not carry out their request.		
3	Bolsover	Customers bins keep being missed.	Street Scene	14
		Customer requested the assisted garden service 2 years ago and has heard nothing since.		
		Customer doesn't know what colour bin to be put out each week as the bin men seem to choose whose bin to empty and what colour, Black bin has not been emptied since they moved in.		
1	Clowne	Numerous missed bins, mainly the burgundy bin		
3	Creswell	Customers green bin keeps getting missed		
		Customer is not happy that the hedges are not being maintained and the lack of communication from the ground maintenance team.		
		Customer is not happy that their back garden hasn't been cut and the way they were spoken to by the Grounds Maintenance Team		
1	Elmton	Accidental damage caused by the bin lorry which was not reported.		
1	New Houghton	Green bin disappeared following collection and wants to complain about having to pay for a replacement.		
1	Out of area - Huthwaite	Customer is not happy with the way the churchyard looks after the grass is cut.		
1	Shirebrook	Customer is on assisted gardening and has requested that the grass and hedges on the front and back garden can be cut. This has been reported several times.		
2	South Normanton	Customer has complained that they have still not received their replacement burgundy bin lid		

<b>Q2 Stage 1 Complaints 2024/25</b>				
			Customer has complained that the green Bin Crew are not emptying bins careful resulting in waste spillage and damaged bins.	
	1	Whitwell	Customer has complained the Refuse Team did not return their call.	
<b>Total Stage 1's for September 2024. Split by department</b>				<b>34</b>
<b>Total Stage 1's for September 2024.</b>				<b>34</b>

<b>Total Stage 1 Complaints for Q2 2024-2025. Split by department</b>				<b>106</b>
<b>Total Stage 1 Complaints for Q2 2024-2025.</b>				<b>99</b>

Appendix 3 (D) MP Enquiries by Department 01/07/24 – 30/09/24

<b>Q2 MP Enquiries 2024/25</b>					
<b>MONTH</b>	<b>No. of reports per parish</b>	<b>PARISH</b>	<b>MP Enquiry Header</b>	<b>Service Area</b>	<b>Numbers Per Department</b>
<b>Total MP Enquiries for July 2024. Split by department</b>					<b>0</b>
<b>Total MP Enquiries for July 2024.</b>					<b>0</b>
Aug-24	1	Unknown	Customer has stated a farm is spreading raw sewage and the smell is very bad.	Environmental Health	1
<b>Total MP Enquiries for August 2024. Split by department</b>					<b>1</b>
<b>Total MP Enquiries for August 2024.</b>					<b>1</b>
<b>Total MP Enquiries for September 2024. Split by department</b>					<b>0</b>
<b>Total MP Enquiries for September 2024.</b>					<b>0</b>
<b>Total MP Enquiries for Q2 2024-2025. Split by department</b>					<b>1</b>
<b>Total MP Enquiries for Q2 2024-2025.</b>					<b>1</b>

Appendix 3 (E) Stage 2 Complaints by Department 01/07/24 – 30/09/24

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

<b>Q2 Stage 2 Complaints 2024/25</b>					
<b>MONTH</b>	<b>No. of reports per parish</b>	<b>PARISH</b>	<b>Complaint Header</b>	<b>Service Area</b>	<b>Numbers Per Department</b>
<b>Jul-24</b>	1	Creswell	Customer does not feel the response provided clarity or reassurance on the concerns and problems raised regarding the Pest Control issue due to an untidy garden.	Environmental Health	1
	1	Bolsover	Customer has disputed their Stage 1 response and has raised their complaint to a Stage 2. Complaint is regarding the Council's treatment of the individual and welfare repairs.	Housing	4
	1	Creswell	Customer does not feel the response provided clarity or reassurance on the concerns and problems raised regarding the Pest Control issue due to an untidy garden.		
	2	Whitwell	Customer has escalated their complaint to a Stage 2. They are not happy with all of the responses given in their Stage 1 regarding Council Officers attending their property.		
			Customer would like to escalate their complaint to a Stage 2 regarding antisocial behaviour.		
	1	Bolsover	Customer has disputed their Stage 1 response and has raised their complaint to a Stage 2. Complaint is regarding the Council's treatment of the individual and welfare repairs.	Housing Repairs and Maintenance	3
	1	Clowne	Customer remains unhappy with the Council and the response.		
	1	Whitwell	Customer has escalated their complaint to a Stage 2. They are not happy with all of the responses given in their Stage 1 regarding Council Officers attending their property.		
1	Pinxton	Customer does not feel the response resolved the complaint	Revenues	1	

Q2 Stage 2 Complaints 2024/25					
	1	Bolsover	Customer has disputed their Stage 1 response and has raised their complaint to a Stage 2. Complaint is regarding the Council's treatment of the individual and welfare repairs.	Street Scene	2
	1	Clowne	Customer remains unhappy with the Council and the response.		
<b>Total Stage 2's for July 2024. Split by department</b>					<b>11</b>
<b>Total Stage 2's for July 2024.</b>					<b>6</b>
Aug-24	1	Hardstoft	Customer has advised they remain unhappy with the Stage 1 response as they want the department to read all of the available documents, including emails, pertaining to the proposed development and realise that due diligence had not been taken during the process of passing the plans.	Planning	2
	1	Pleasley	Customer does not feel that all their points have been addressed.		
	1	Clowne	Customer has advised they remain unhappy with the Stage 1 response as they do not believe it makes sense or the information is correct.	Revenues	2
	1	Tibshelf	Customer feels that the Stage 1 response has some inaccuracies and all points have not been addressed and therefore has raised their complaint regarding business rate reliefs for small businesses to a Stage 2.		
	1	Pinxton	Customer has spoken to the Grounds Maintenance Manager but is still not happy with the response provided. The customer has contacted Grounds Maintenance Team for 10 months regarding a churchyard being overgrown and unmaintained.		
<b>Total Stage 2's for August 2024. Split by department</b>					<b>5</b>
<b>Total Stage 2's for August 2024.</b>					<b>5</b>

<b>Q2 Stage 2 Complaints 2024/25</b>					
Sep-24	1	Clowne	Customer is not happy with the stage 1 response and feels that the Council should be doing more to address the harassment issues	Housing	1
	1	Unknown	Customer has requested an FOI Internal Review of their FOI Request regarding a new Crematorium in Shirebrook.	Performance	1
	1	Clowne	Customer remains unhappy as they feel they have been treated badly by Revenues Officers.	Revenues	2
	1	Pinxton	Customer remains unhappy with actions taken by Council Tax Officers.		
<b>Total Stage 2's for September 2024. Split by department</b>					<b>4</b>
<b>Total Stage 2's for September 2024.</b>					<b>4</b>

<b>Total Stage 2's for Q2 2024-2025. Split by department</b>					<b>20</b>
<b>Total Stage 2's for Q2 2024-2025.</b>					<b>15</b>