

BOLSOVER DISTRICT COUNCIL

Meeting of the Customer Services Scrutiny Committee on 31st March 2025

Compliments, Comments and Complaints Report 24/25 1st October 2024 to 31st December 2024

Report of the Portfolio Holder for Health & Wellbeing

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

PURPOSE/SUMMARY OF REPORT

- To provide information on the Council's performance in relation to its customer service standards.
 - To provide information on the effective management of complaints and customer requests which is central to excellent customer service and the Council can use to improve its services.
 - To provide information on the number of compliments, comments and complaints for the period 1st October 2024 to 31st December 2024.
 - To make Elected Members aware of performance in relation to its Customer Service Standards and the effective management of complaints.
-

REPORT DETAILS

1. Background

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

2. Details of Proposal or Information

2.1 Customer Service Standards

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

2.1.1 Revenues & Benefits (Appendix 1)

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

Revenues achieved **92%** for Q3.

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

Benefits achieved **96%** for Q3.

2.1.2 Contact Centres (Appendix 1)

Telephones

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

Contact Centres achieved **80%** for Q3 (**16,456** calls answered).

E-mails

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

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

For this reporting period, 1st October 2024 to 31st December 2024:

- **7349** email enquiries (in Q3) from the public were received through enquiries@bolsover.gov.uk
- **100%** were acknowledged within one working day.
- **100%** were replied to in full within 8 working days with 23 emails over target 8 working days for Q3.

Live Chat

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

Contact Centres achieved **90%** for Q3 (580 chats answered out of 624).

Face to Face

Next Face to Face monitoring scheduled 13/05/25

2.1.3 Corporate Telephone Standard (Appendix 2)

Target - 90% to be answered within 20 seconds.

Appendix 2 shows the performance between 1st October 2024 and 31st December 2024 by quarterly period.

The report identifies Q3 **93%** 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 Governance, Environmental Health and Health & Safety.

Target – 10% Unanswered Calls (Abandoned).

Appendix 2 shows the performance between 1st October 2024 and 31st December 2024 by quarterly period. The report identifies Q3, **8%** 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 compliments received for the period by department. In total **84** compliments were received during Q3 1st October to 31st December 2024. Compliments were received from customers who appreciated excellent service.

Go Active Customer Feedback Form
Compliments recorded Q3 - **20**

Comments

Appendix 3 (B) shows the number of written comments received for the period Q3 1st October to 31st December 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 Q3 - **15**

Complaints

Stage 1 Complaints

Appendix 3 (C, D) shows the number of stage 1 complaints and M.P. enquiries received by department, **58** stage 1 complaints Q3 1st October to 31st December 2024 and **3** M.P. enquiry during this same period.

Customer Services have communicated with the MP's Office to ensure that they are able to signpost the constituent to the appropriate organisation and have provided them with the Complaints policy (for out of scope issues). This information has led to a reduction in MP Enquiries as constituents are being appropriately advised of the action required and being dealt with through other Council processes i.e. as a service request/first enquiry.

100% stage 1 complaints and **100%** M.P. enquiries were responded to within our customer service standard of 10 working days.

Go Active have removed the 'complaint' option on their Customer Feedback Forms to ensure all complaints are logged through the Complaints system so these can be monitored by the Complaints team.

Stage 2 Complaints

Appendix 3 (E) shows the number of stage 2 complaints received for the period by department. These are complainants who have already made a stage 1 complaint and still feel dissatisfied. During this period **13** stage 2 complaints were received.

100% stage 2 complaints were responded to within our customer service standard of 20 working days.

Ombudsman

0 complaints have been received from the Ombudsman for Q3 1st October to 31st December 2024.

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 Q3:

Reference Number	Description	Improvement
7442 (Compliment)	Thanked the Grounds Maintenance team for clearing a walkway following a river bursting its banks.	The footpath has been checked on Derbyshire County Council's and Nottingham Council's mapping portal and neither show it as an adopted footpath. Given the established link for pedestrians the Grounds Maintenance team have added it to their pre-planned sweeping/cleansing programme.
7405 (Comment)	Customer would like the Council to consider allowing a few more weeks of the green bin collection due to	Next year the green bin collections are being extended by a week. Last collection for calendar A will be 21.11.25 and calendar B 14.11.25.

	the leaves falling late again this year.	
7424 (Comment)	Tenant has raised the importance of keeping tenants fully informed regarding what happens during appointments. Tenant made two repair appointments on one day that couldn't be carried out together but the tenant did not know that from information given.	Amended the gas safety check letter to advise that both gas and electric will need to be switched on and amended the electrical safety check letter to advise the electric will need to be switched off for a short period.
7444 (Comment)	Customer would like somebody from the Grounds Maintenance team to contact them regarding recent contact regarding dog waste on pavements they have reported on several occasions.	The Grounds Maintenance team will look to get additional dog waste signage put up and explore the possibility of extra enforcement along the road. Asked the area team to be more vigilant around the area to help remove any fouling as soon as possible.
BDC651477277 (Complaint)	Customer complained about the way the refuse lorry was driving and obstructing the road	The Refuse Driver has been asked to be more considerate in the future when parking to not obstruct roads.
7345 (Complaint)	Customer has complained regarding an appointment date error.	The system has been updated to ensure that all jobs are locked to a date and the specific Operative.
7351 (Complaint)	Customer is unhappy about the way a repair is being dealt with and is not happy with the communication.	The Repairs team must double check the appliance type in properties to ensure the correct Operatives and tools are taken to jobs.
BDC655400418 (Complaint)	Clear plastic bag of clothes and shoes presented with burgundy bin but not taken by the bin crew.	The Burgundy Bin Crew have been reminded of additional items they should be taking with the waste in the bin.
7366 (Complaint)	Customer has advised an invoice was sent to them in error and now payment has been taken from their account.	A checklist has been generated by the Property Services Team to follow when tenancies have changed. The Property Services Team have requested additional guidance and training from the Finance Team for using a new spreadsheet, the Finance Team have cascaded and implemented this with immediate effect.

7370 (Complaint)	Customer is not happy about being asked to leave the café at the Arc.	The Swimming Teacher has been reminded of appropriate behaviour at work.
BDC657421598 (Complaint)	Customer reported weeds from Council land coming into their property no action has been taken after 2 months.	Job tickets will present to the Contact Centre when the Grounds Maintenance team update the case notes which allow Customer Advisors to contact the customer with updates. This may be in cases where the Department haven't been able to make contact, passed to another authority, work has been assigned or a customer has requested information.
7375 (Complaint)	Customer has not had heating for several weeks despite making reports.	The Gas Engineer has been spoken with regarding the importance of informing the Office of any further works required.
7385 (Complaint)	Customer is not happy that they have received two reminder notices when they believe their account is in credit.	The Revenues Department will look at how their letters are addressed and see if the salutation can be altered.
BDC665869382 (Complaint)	Black bin was only half emptied.	Half emptied bins will now be offered on the mop up round as a gesture of goodwill but will be monitored in case of misuse to receive more collections.
7446 (Complaint)	Customer has complained regarding the Health and Safety policy for the leisure facilities	The H&S department have requested that the H&S Policy Statement is displayed in both leisure centres and a copy of the Policy is kept behind reception.
BDC669027876 (Complaint)	Customer has complained that the Refuse Crew did not clear up the contents on the bin that were spilt on collection.	The Streetscene Co-ordinator will ensure that all Refuse Crews have a brush and shovels on lorries.
7462 (Complaint)	Customer complained about the way the Repair Operator carried out the repair.	The Repairs Operative in question will be given further training procedures and expectations for customer services and working practices.
7463 (Complaint)	Customer is not happy they were given information regarding a grant and then heard nothing further.	The Housing Options Team must ensure that any landlord is contacted with updates/information if grants cannot be progressed.

7485 (Complaint)	The customer is not happy that they were advised to leave recycling outside on collection day until their bin had been delivered and it has not been collected. They are also unhappy with the attitude of the Customer Advisor they spoke with.	CIS scripts for new builds will be reviewed to ensure the information stated for the Customer Advisor is correct regarding the waste they can present.
7299 (Complaint)	Customer has advised they wish to escalate their complaint regarding the behaviour of the Community Enforcement Rangers	Changed the wording of the acknowledgement template that the Council is responsible for 'responding to' the points raised in the complaint for customers clarity.

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(S)

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

Approved by Councillor M Dooley, Portfolio holder for Health & Wellbeing

IMPLICATIONS:

Finance and Risk Yes No

Details:

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

On behalf of the Section 151 Officer

Legal (including Data Protection) Yes No

Details:

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

On behalf of the Solicitor to the Council

Staffing Yes No

Details:

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

On behalf of the Head of Paid Service

Equality and Diversity Impact and Consultation Yes No

Details:

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

On behalf of the Information, Engagement and Performance Manager

Environment Yes No

Please identify (if applicable) how this proposal/report will help the Authority meet its carbon neutral target or enhance the environment. *(Please speak to Richard Winter, Climate Change Officer, for advice)*

Details:

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

DECISION INFORMATION

<input type="checkbox"/> Please indicate which threshold applies:	
Is the decision a Key Decision? A Key Decision is an Executive decision which has a significant impact on two or more wards in the District or which results in income or expenditure to the Council above the following thresholds:	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Revenue (a) Results in the Council making Revenue Savings of £75,000 or more or (b) Results in the Council incurring Revenue Expenditure of £75,000 or more.	(a) <input type="checkbox"/> (b) <input type="checkbox"/>
Capital (a) Results in the Council making Capital Income of £150,000 or more or (b) Results in the Council incurring Capital Expenditure of £150,000 or more.	(a) <input type="checkbox"/> (b) <input type="checkbox"/>
District Wards Significantly Affected: <i>(to be significant in terms of its effects on communities living or working in an area comprising two or more wards in the District)</i> Please state below which wards are affected or tick All if all wards are affected:	All <input checked="" type="checkbox"/>
Is the decision subject to Call-In? <i>(Only Key Decisions are subject to Call-In)</i>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If No, is the call-in period to be waived in respect of the decision(s) proposed within this report? <i>(decisions may only be classified as exempt from call-in with the agreement of the Monitoring Officer)</i>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Consultation carried out: <i>(this is any consultation carried out prior to the report being presented for approval)</i>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Leader <input type="checkbox"/> 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"/>	

Links to Council Ambition: Customers, Economy, Environment, Housing

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

DOCUMENT INFORMATION:

Appendix No	Title
1.	Customer Service Standards monitoring 01/10/24 to 31/12/24
2.	Telephony performance 01/10/24 to 31/12/24
3.	Compliments, Comments and Complaints: A. Compliments by department 01/10/24 to 31/12/24 B. Comments by department 01/10/24 to 31/12/24 C. Stage 1 complaints 01/10/24 to 31/12/24 D. Stage 2 complaints by department 01/10/24 to 31/12/24 E. M.P Enquiries 01/10/24 to 31/12/24

Background Papers
<i>(These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Executive, you must provide copies of the background papers).</i>
None

APPENDIX 1 – Customer Service Standards Monitoring 01/10/24 – 31/12/24.

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	15,199	93%	16,456	80%	92%	96%	7,349	100%	100%	624	90%	58	100%	3	100%
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 01/10/24 – 31/12/24

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
Services												
Services Director Executive, Governance, Customer Services & Partnerships	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												
Services Director Finance & Section 151 Officer	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												
Services Director Corporate & Legal Services and Monitoring Officer	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%
Total	12474	12203	10454	86%	271	2%	11037	10820	9802	91%	217	2%

Strategy													
Strategic Director of Services	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%	
	9619	8591	8039	94%	1028	11%	9255	8225	7685	93%	1030	11%	
Dragonfly													
Dragonfly Development Ltd Director	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%	
Total	3165	2973	2678	90%	192	6%	3596	3198	2878	90%	398	11%	
	25258	23767	21171	89%	1491	6%	23888	22243	20365	92%	1645	7%	
Total in standard includes all incoming calls between Monday to Friday 9.00 a.m. until 17.00 p.m.: Answered on the original extension within 20 seconds. Transferred to another extension on divert within 20 seconds. Picked up by a group pick up within 20 seconds													
Which ring off within 20 seconds are unanswered (Abandoned)													
Does not meet target													

2024/25 Q3 & Q4 Oct to Mar Unanswered Calls (Abandoned)	Target – 90% to be answered within 20 seconds		Target – 10%		Q3						Q4					
Department (by directorate)	Total Calls Received	Total Calls Answered	Total Calls Answered within 20s	% Answered within 20s	Abandoned /Lost calls	% Abandoned calls	Total Calls Received	Total Calls Answered	Total Calls Answered within 20s	% Answered within 20s	Abandoned /Lost calls	% Abandoned calls				
Services																
Services Director Executive, Governance, Customer Services & Partnerships	8	3	3	100%	5	63%										
Customer Services	105	93	86	92%	12	11%										
HR & Payroll	226	191	188	98%	35	15%										
Partnership Team	21	2	2	100%	19	90%										
Communications	93	86	86	100%	7	8%										
Executive																
Services Director Finance & Section 151 Officer	13	13	13	100%	0	0%										
Finance & Accountancy	72	66	65	98%	6	8%										
Revenues & Benefits	3453	3439	3181	92%	14	0%										
ICT	234	205	203	99%	29	12%										
Audit																
Services Director Corporate & Legal Services and Monitoring Officer	30	28	28	100%	2	7%										
Elections	111	92	88	95%	19	17%										
Governance	34	19	16	84%	15	44%										
Legal	6	4	4	100%	2	33%										
Procurement	39	33	32	96%	6	15%										
Performance & Improvement	34	28	28	100%	6	18%										
Scrutiny	32	24	22	91%	8	25%										
Total	4511	4326	4045	94%	185	4%	0	0	0	#DIV/0!	0	#DIV/0!				

Strategy												
Strategic Director of Services	27	26	26	100%	1	4%						
Assistant Directors	34	30	30	100%	4	12%						
Planning & Planning Policy	485	437	394	90%	48	10%						
Environmental Health (50%)	1837	1782	1568	88%	55	3%						
Housing Management & Enforcement	3229	2817	2657	94%	412	13%						
Corporate Health & Safety	66	37	33	89%	29	44%						
Street Scene	1422	1306	1253	95%	116	8%						
Leisure, Health & Well Being	1033	783	754	96%	250	24%						
Total	8133	7218	6715	93%	915	11%	0	0	0	#DIV/0!	0	#DIV/0!
Total BDC	12644	11544	10760	93%	1100	9%	0	0	0	#DIV/0!	0	#DIV/0!
Dragonfly												
Dragonfly Development Ltd	2	2	2	100%	0	0%						
Repairs	3312	3129	2851	91%	183	6%						
Economic Development	150	128	128	100%	22	15%						
Facilities												
Property & Commercial	177	157	155	98%	20	11%						
Property Services	246	232	226	97%	14	6%						
Engineers	9	7	7	100%	2	22%						
Total	3896	3655	3369	92%	241	6%	0	0	0	#DIV/0!	0	#DIV/0!
	16540	15199	14129	93%	1341	8%	0	0	0	#DIV/0!	0	#DIV/0!
Total in standard includes all incoming calls between Monday to Friday 9.00 a.m. until 17.00 p.m.: Answered on the original extension within 20 seconds. Transferred to another extension on divert within 20 seconds. Picked up by a group pick up within 20 seconds Which ring off within 20 seconds are unanswered (Abandoned)												
Service areas not meeting target												

Appendix 3 (A) Compliments by Department 01/10/24 – 31/12/24

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

Q3 Compliments 2024/25					
MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department
Nov-24	2	Clowne	Thanked the Customer Advisor for their politeness and swift action, they were very helpful.	Customer Services	5
			Thanked the Customer Standards and Complaints Officers for all their help with monitoring the ongoing issues with Property Services and for being a point of contact for any points the tenant wanted to raise.		
	1	Creswell	Thanked the Customer Advisor for being helpful and stated they were 10 out of 10.		
	1	South Normanton	Customer wished to thank everybody at the Council who has helped them during the rehoming process.		
	1	Whitwell	The Customer Advisor was very pleasant, polite and made the customers day.		
	1	Pleasley	Advised that the Pest Control Officer and Technical Support Officer had incredible customer service and were kind and empathetic.	Environmental Health	1
	1	Blackwell	Customer has thanked the Housing Department for helping them to arrange carpets being fitted, it's made such a difference, feels like a home and reduced heating bills. It's made a positive difference to the family's circumstances.	Housing	6
	1	Creswell	Customer thanked the Housing Services Manager for organising for the locks to be changed, they now feel safe again.		
	1	South Normanton	Customer wished to thank everybody at the Council who has helped them during the rehoming process.		
	3	Unknown	Thanked the Community Enforcement Rangers for attending their property they feel a lot safer now.		
			Customer has complimented the Housing Options Officer for all their help in getting them a home.		

Q3 Compliments 2024/25

MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department
			Customer has complimented the Housing Options Team and Housing Allocations Team for all their help in making them feel cared for and supported through their difficult journey.		
	3	Whitwell	<p>Customer was really happy with the repairs that have been carried out over the last year, they think the Council and their contractors are fantastic.</p> <p>The Repairs Operative was friendly, polite, a good worker and understanding of their job.</p> <p>Customer thanked the Repair Operatives who fixed their bathroom light and cleaned out the guttering, they are very appreciated.</p>	Housing Repairs and Maintenance	3
	1	Unknown	Customer believes the Legal Officer deserves positive recognition for their continued efforts and willingness to support everybody. Nothing is ever too much for them and they are always there with a wealth of knowledge and a warm and approachable nature. They have had such a positive impact on the customers team and helped them achieve so much. It is a pleasure to work alongside them and they are truly appreciated.	Legal	1
	2	Unknown	<p>Thanked the Planner advising they are greatly indebted for the help and support provided.</p> <p>Thanked the Planner for all their help it is really appreciated.</p>	Planning	2
	2	South Normanton	<p>Customer thanked everyone in the Benefits Team who have assisted them, they have all been very kind.</p> <p>Customer has complimented the Senior Revenues Officer for all their help provided in getting the Council Tax disregard.</p>	Revenues	5
	2	Unknown	<p>Thanked the Senior Revenues Officer for their diligence, help and support.</p> <p>Thanked the Senior Revenues Officer for their support during challenging times, they really appreciate it.</p>		
	1	Whitwell	Thanked the Senior Revenues Officer for their help.		

Q3 Compliments 2024/25					
MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department
	1	Clowne	Customer has complimented that the Refuse Crew carry out invaluable services and are always very pleasant with a smile and wave which the customer appreciates.	Street Scene	2
	1	Pinxton	Thanked the Road Sweeper for doing an amazing job.		
Total compliments for October 2024. Split by department					25
Total compliments for October 2024.					24
Nov-24	1	Unknown	Thanks received for the Communications, Marketing and Design Manager for their story 'Hero Council Officer saves dogs life' and all the information on Bolsover TV. The press work is miles in front of other local authorities.	Communications	1
	1	Barlborough	Customer wanted to thank a Customer Advisor for dealing with a Bulky Waste Collection enquiry in an efficient, professional and friendly way and for all the Customer Advisors for always providing excellent customer service.	Customer Services	5
	1	Clowne	Thanked the Customer Advisor that helped them complete a Housing Application, stated they were brilliant.		
	1	Creswell	Customer thanked a Customer Advisor who provided a 5 star service. The Customer Advisor called the customer to resend the email which they thought was very helpful.		
	1	Out of Area	Customer thanked the Customer Advisor and Complaints Officer for how quickly they worked together to try and resolve the issue, they were really impressed.		
	1	Unknown	Thanked the Customer Advisors for the job they do, advised it means a lot having them to those in need and its appreciated.		
	1	Bolsover	Thanked the Pest Control Officer who has been very helpful, informative, friendly and professional.	Environmental Health	1
	4	Unknown	The customer thanked the Housing Options Officer for all their help getting back into some accommodation, they appreciate it very much.	Housing	4

Q3 Compliments 2024/25

MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department		
			<p>Customer has thanked the Housing Options and Housing Allocations Team for all their help, they have made a stressful time much easier for the customer.</p> <p>Customer wanted to thank Housing Options Team for how wonderful and amazing they were in helping get everything quickly together.</p> <p>Customer wanted to thank the Temporary Accommodation Officer for making the customers stay great and even helping them with their next move.</p>				
	1	Barlborough	Customer wanted to thank the amazing Repairs Operatives who fitted the new boiler, all of them were lovely and cleaned up after themselves leaving no mess.	Housing Repairs and Maintenance	7		
	1	Blackwell	Customer thought the two Repairs Operatives did their job so well. They were brilliant, efficient, friendly and mindful of being in someone else's house.				
	1	Creswell	Customer was really impressed with the service received from two Repairs Operatives. They were really polite, friendly and professional.				
	2	Glapwell	<p>Thanked the Repairs Operatives who did a fantastic job replacing their radiators. The customer was in the building trade all their life and knows a really good job when they see it.</p> <p>Customer wanted to thank the Repairs Team for such an efficient service and was very happy with the work the Repairs Operative did and that they cleaned up after themselves.</p>				
	1	New Houghton	Thanked the Repairs Operative who repaired their fence they did a very good job, was kind and very informative.				
	1	Pinxton	Customer wanted to thank the Repairs Department for their new outhouse floor.				
	1	Out of Area - Peterborough	Customer thanked the Planner for supporting them through their application.			Planning	5

Q3 Compliments 2024/25

MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department
	4	Unknown	Customer thanked the Planner for all of their help.		
			Customer thanked the Principal Planner for their help and valuable time. The service received was extremely professional, efficient and the Officer went far and beyond to get the work done quickly.		
			Customer said the Principal Planner was a star and thanked them for turning the application around so quickly.		
			Customer thanked the Principal Planner for their help and valuable time and stated they were good at what they do. The service received was extremely professional, efficient and the Officer went far and beyond to get the work done quickly.		
	1	Shirebrook	Customer has thanked the Senior Revenues Officer for all their help with a matter.	Revenues	1
	1	Barlborough	Gave thanks to the Grounds Maintenance Team for works carried out, they customer states they did a great job, were friendly and really helpful.		
	1	Bolsover	Thanked the Refuse Crew for attending as promised, they were very polite and thorough, also thanked the kind and polite Refuse Co-ordinator who solved their issue yesterday.		
	1	Clowne	Customer had a very informative chat with the knowledgeable Waste Promotions Officer. They turned something the customer believed was complex into plain English and made the customer feel better.	Street Scene	8
	1	Elmton	Wanted to compliment a Refuse Operative they see regularly who is very kind. They came to check all was ok when they saw the front door had been left open and another time offered to help carry shopping when the resident was struggling.		
	1	Pinxton	Customer thanked the Grounds Maintenance Team who have done a brilliant job of cutting down a tree and leaving the area tidy.		

Q3 Compliments 2024/25					
MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department
	2	South Normanton	Thanked the Street Cleansing Operatives for doing a great job. Also thanked the Grounds Maintenance Team for taking a proactive approach considering this area for the future.		
			Customer wanted to thank the bin men for taking the bin off the drive and always going above and beyond. Nothing but praise for the bin men!		
	1	Whitwell Common	Complimented the Refuse Crew who are always quick and efficient. Also complimented the Grounds Maintenance Team for how they deal with the fly tipping as this is carried out well and efficiently.		
Total compliments for November 2024. Split by department					32
Total compliments for November 2024.					32
Dec-24	1	Unknown	Thanked the Communications Team for their support using the digital screens, which were an enormous help.	Communications	1
	1	Hodthorpe	Wanted to feedback that several Customer Advisors have been very helpful.	Customer Services	1
	1	Bolsover	Customer wanted to state that an Environmental Health Officer has been very proactive in pursuing those responsible for fly tipping.	Environmental Health	1
	1	Blackwell	Customer passed on their thanks for the professional and amazing service they received from the Housing Allocations Assistant.	Housing	4
	2	Bolsover	Customer thanked everybody who looked after and helped their mum. The felt safe with their pendant on.		
			Customer has given thank you gifts for 3 Community Enforcement Rangers and an Antisocial Behaviour (ASB) Officer for their help in an ASB case.		
	1	Unknown	Customer thanked the Housing Services Manager for being very helpful throughout their enquiries.		
1	Clowne	Customer wanted to thank the Repairs Teams efficiency for attending their repair one day after it was reported.	Housing Repairs and Maintenance	5	

Q3 Compliments 2024/25					
MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department
	2	Creswell	Customer wanted to pass on their appreciation to the Repairs Operative who repaired a leak at their property. They did a fantastic job, worked very hard and there was no mess.		
			Wanted to say a big thanks to the Repairs Team who have been so prompt with their small repair.		
	1	Glapwell	Customer wanted to sing the Repair Operatives praises, they did an amazing job, were very professional and was a lovely person.		
	1	Langwith	Customer advised the Repairs Operative who has visited their property on a few occasions is always polite, good at their job and cleans up after themselves.		
	1	Creswell	Customer thanked the two Engineers who came to unblock the drain, they did very well.	Property Services	1
	1	New Houghton	Thanked the Senior Revenues Officer for their help and said they had been an absolute star.	Revenues	4
	3	Unknown	Has thanked the Senior Revenues Officer for their efforts and time to deal with their issue, they are beyond grateful to them.		
			Customer thanked the Senior Revenues Officer with all their help dealing with Small Business Rates Relief.		
			Customer thanked the Senior Revenues Officer with their help dealing with Business Rates Relief.		
	2	Blackwell	Customer wanted to advise the Grounds Maintenance Team clearing their neighbours garden and cutting the hedge are doing a fantastic job.	Street Scene	11
			Thanked the Grounds Maintenance Team for the lovely job they have done on their hedges and garden today, they are really grateful. Everything has been swept and tidied up.		
	1	Bolsover	Wanted to thank the Refuse Team for the easy to use bulky waste collection facility. It is a fast and efficient service with a reasonable charge which is much easier than paying for a registered waste carrier.		

Q3 Compliments 2024/25					
MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department
	1	Clowne	Customer thanked two Grounds Maintenance Operatives who tended some conifer trees, exceeded expectations and were professional craftsman. They were also very polite and efficient.		
	1	Pleasley	Thanked the Grounds Maintenance Team for clearing a walkway following a river bursting its banks. Advised the work completed was outstanding and the area looks wonderful. Included their appreciation for the Council adding this area to the routine cleaning programme.		
	1	Shuttlewood	Thanked the Grounds Maintenance Team for being so prompt clearing the leaves this morning.		
	1	Tibshelf	Customer wanted to say they were very grateful for the Refuse Operative who came to their garden after they slipped and would like to thank them.		
	4	Unknown	Thanked the Grounds Maintenance Team for clearing a walkway following a river bursting its banks.		
			Customer thanked the Grounds Maintenance Operatives for doing a great job, making a real difference to the site and making it look much better.		
			Thanked the Grounds Maintenance Operatives for making the site look a lot better and for doing an amazing job.		
			Wanted to give a massive thank you to the Grounds Maintenance team who have done a brilliant job with cutting their fathers trees which will make their life much easier.		
Total compliments for December 2024. Split by department					28
Total compliments for December 2024.					28
Total compliments for Q3 2024-2025. Split by department					85
Total compliments for Q3 2024-2025.					84

Appendix 3 (B) Comments by Department 01/10/24 – 31/12/24

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

Q3 Comments 2024/25					
MONTH	No. of reports per parish	PARISH	Comment Header	Service Area	Numbers Per Department
Total comments for October 2024. Split by department					0
Total comments for October 2024.					1
Nov-24	1	Hardstoft	Customer wanted to advise the Communications Team that the village of Hardstoft does not receive the InTouch magazine.	Communications	1
	1	Bramley Vale	Tenant has raised the importance of keeping tenants fully informed regarding what happens during appointments. Tenant made two repair appointments on one day that couldn't be carried out together but the tenant did not know that from information given.	Housing Repairs and Maintenance	1
	1	Pleasley	Customer would like the Council to consider allowing a few more weeks of the green bin collection due to the leaves falling late again this year.	Street Scene	1
Total comments for November 2024. Split by department					3
Total comments for November 2024.					3
Dec-24	1	Unknown	Customer feels that a customer should be informed of the investigation outcome following completion of an accident report form.	Health and Safety	1
	1	Bolsover	Customer would like somebody from the Grounds Maintenance team to contact them regarding recent contact regarding dog waste on pavements they have reported on several occasions.	Street Scene	1
Total comments for December 2024. Split by department					2
Total comments for December 2024.					2
Total comments for Q3 2024-2025. Split by department					5
Total comments for Q3 2024-2025.					5

APPENDIX 3 (C) – Stage 1 Complaints by Department 01/10/24 – 31/12/24

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

Q3 Stage 1 Complaints 2024/25					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
Oct-24	1	Out of Area - Alfreton	Customer is not happy with the way an Environmental Health disrepair claim has been handled.	Environmental Health	1
	1	Out of Area - Mansfield	Customer has advised an invoice was sent to them in error and now payment has been taken from their account.	Finance	2
	1	Whitwell	Customer is unhappy as a claim with the Council's insurance has not been resolved within 20 working days		
	1	Shirebrook	Customer is unhappy with the way the warden is treating a tenant	Housing	3
	1	Whaley Thorns	Customer is unhappy about the housing application being closed		
	1	Whitwell	Customer would like to raise a complaint regarding a decision made by the Council to install a fence between their property and the property next door.		
	1	Bramley Vale	The customer is unhappy with the behaviour of the contractors	Housing Repairs and Maintenance	10
	1	Clowne	The Council is unhappy that carbon monoxide was not detected sooner.		
	2	Creswell	Customer has complained regarding an appointment date error.		
			Customer is not happy with the standard of repair carried out by the Council's contractor.		
	1	Glapwell	Customer has not had heating for several weeks despite making reports.		
	3	Shirebrook	Customer complained because they were given the wrong timescales for a repair to their roof.		
			Customer is unhappy about the way a repair is being dealt with and is not happy with the communication		
			Customer has advised that they have lots of serious repairs which the Council are yet to complete.		
	1	South Normanton	Customer is not happy with the availability dates for an inspection.		

Q3 Stage 1 Complaints 2024/25

MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
	1	Whitwell	Customer would like to raise a complaint regarding a decision made by the Council to install a fence between their property and the property next door.		
	1	Out of Area - Essex	The customer is unhappy with the actions taken by the Council's Senior Valuer.	Legal	1
	1	Shuttlewood	Customer is not happy about being asked to leave the café at the Arc	Leisure	2
	1	Unknown	Customer is unhappy with their son's progress during swimming lessons.		
	1	Unknown	Customer has accused the Planning Department of misconduct.	Planning	1
	1	Bramley Vale	Fence was broken and not replaced properly following some work done on the tenant's property	Property Services	3
	1	Newton	The Council's former contractor did not attend planned appointments.		
	1	Out of Area - Mansfield	Customer has advised an invoice was sent to them in error and now payment has been taken from their account.		
	1	Out of Area - Oxfordshire	Customer has received a Council Tax bill for a property they have not owned in several years.	Revenues	2
	1	Unknown	Customer is not happy with the wording of the Council Tax reminder notices or the delivery timescale.		
	1	Barlborough	Customer is unhappy that the assisted bin collection is being returned 30 ft away from the gate where it is presented.	Street Scene	12
	2	Bolsover	States that a Council Officer was driving dangerously/.		
			Customer has made multiple reports their bin isn't being returned to its correct location.		
	2	Clowne	Customer reported weeds from Council land coming into their property no action has been taken after 2 months.		
			Extra recycling not taken with the collection of the burgundy bin		
	2	Creswell	Customer complained about the way the refuse lorry was driving and obstructing the road		
			The customer is unhappy with the green bin keep being missed		

Q3 Stage 1 Complaints 2024/25					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
	1	Glapwell	Customer ordered their new bins in August and still has not had these delivered despite them being chased.		
	1	Langwith Junction	Clear plastic bag of clothes and shoes presented with burgundy bin but not taken by the bin crew		
	2	South Normanton	Customer complained that their burgundy bin is not returned to the correct location.		
			Customer is unhappy that only a small amount of their excess recycling has been taken.		
	1	Tibshelf	Customers green bin has been missed on numerous occasions.		
Total Stage 1's for October 2024. Split by department					37
Total Stage 1's for October 2024.					35
Nov-24	1	Out of Area - Mansfield Woodhouse	Customer wishes to complain that the Housing Allocations Manager has not returned their telephone call.	Housing	2
	1	Shirebrook	Customer has requested a report from the Housing Allocations Team but has not received a response.		
	2	Clowne	Customer has complained about the swimming party guidelines.	Leisure	2
			Customer is not happy with the Leisure Officer's choice of wording.		
	1	Unknown	Customer has complained about a lack of health and safety measures at a Council car park.	Property Services	1
	1	Unknown	Customer is not happy that they have received two reminder notices when they believe their account is in credit.	Revenues	1
	2	Clowne	Customers bins keep being missed.	Street Scene	7
			Black bin was only half emptied.		
	1	Hodthorpe	Customer has an ongoing issue of their bins not being returned to the correct location.		
	1	Pinxton	Customer has complained that no action had been taken regarding their complaint against a commercial premises.		
2	South Normanton	Customer has disputed their bin was too heavy, they are not happy they have not received a visit or call from the Refuse Department.			

Q3 Stage 1 Complaints 2024/25					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
			Customers has been advised that they must pay for a new black bin but they believe the bin went into the refuse lorry.		
	1	Whitwell	Customer is not happy they have to wait until the mop up round for their bins to be collected.		
Total Stage 1's for November 2024. Split by department					13
Total Stage 1's for November 2024.					13
Dec-24	1	Bolsover	The customer is not happy that they were advised to leave recycling outside on collection day until their bin had been delivered and it has not been collected. They are also unhappy with the attitude of the Customer Advisor they spoke with.	Customer Services	1
	1	Unknown	Customer wants to report that Dragonfly have breached a condition of their Planning Application which is destroying wildlife.	Environmental Health	1
	1	Unknown	Customer has complained regarding the Health and Safety policy for the leisure facilities	Health and Safety	1
	1	Unknown	Customer is not happy they were given information regarding a grant and then heard nothing further.	Housing	1
	1	Bolsover	Customer complained relating to the number of repairs logged regarding the leaking bath and the Plumbers have not resolved the issue.	Housing Repairs and Maintenance	2
	1	Langwith Junction	Customer complained about the way the Repair Operator carried out the repair.		
	1	Unknown	Customer has complained regarding the Health and Safety policy for the leisure facilities	Leisure	1
	1	Unknown	Customer wants to report that Dragonfly have breached a condition of their Planning Application which is destroying wildlife.	Planning	1
	1	Unknown	Customer wants to report that Dragonfly have breached a condition of their Planning Application which is destroying wildlife.	Property Services	1
	1	Unknown	Customer has complained regarding their communication with the Revenues Department.	Revenues	1
	2	Bolsover	Customers bins are frequently missed.	Street Scene	4

Q3 Stage 1 Complaints 2024/25					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
			The customer is not happy that they were advised to leave recycling outside on collection day until their bin had been delivered and it has not been collected. They are also unhappy with the attitude of the Customer Advisor they spoke with.		
	1	Glapwell	Customer has complained that the Refuse Crew did not clear up the contents on the bin that were spilt on collection.		
	1	Hodthorpe	Customers bin has been missed on multiple occasions in the last couple of months.		
Total Stage 1's for December 2024. Split by department					14
Total Stage 1's for December 2024.					10
Total Stage 1 Complaints for Q3 2024-2025. Split by department					64
Total Stage 1 Complaints for Q3 2024-2025.					58

Appendix 3 (D) MP Enquiries by Department 01/10/24 – 31/12/24

Q3 MP Enquiries 2024/25					
MONTH	No. of reports per parish	PARISH	MP Enquiry Header	Service Area	Numbers Per Department
Total MP Enquiries for October 2024. Split by department					0
Total MP Enquiries for October 2024.					0
Nov-24	1	Bolsover	Customer would like an update on their reports regarding a noise nuisance from a business premises.	Environmental Health	3
	1	Creswell	Customer would like a response to some suggestions made to reduce antisocial behaviour in Creswell.		
	1	Scarcliffe	Customer advises their Council tenant neighbours smoking habits is causing them to have health concerns for their children.		
	1	Bolsover	Customer would like an update on their reports regarding a noise nuisance from a business premises.	Housing	3
	1	Creswell	Customer would like a response to some suggestions made to reduce antisocial behaviour in Creswell.		
	1	Scarcliffe	Customer advises their Council tenant neighbours smoking habits is causing them to have health concerns for their children.		
	1	Creswell	Customer would like a response to some suggestions made to reduce antisocial behaviour in Creswell.	Property Services	1
	1	Creswell	Customer would like a response to some suggestions made to reduce antisocial behaviour in Creswell.	Street Scene	1
Total MP Enquiries for November 2024. Split by department					8
Total MP Enquiries for November 2024.					3
Total MP Enquiries for December 2024. Split by department					0
Total MP Enquiries for December 2024.					0
Total MP Enquiries for Q3 2024-2025. Split by department					8
Total MP Enquiries for Q3 2024-2025.					3

Appendix 3 (E) Stage 2 Complaints by Department 01/10/24 – 31/12/24

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

Q3 Stage 2 Complaints 2024/25					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
Oct-24	1	Bramley Vale	Customer has escalated their complaint to stage 2 regarding receiving a rent arrears letter the day before the rent payment needed to be paid	Housing	2
	1	Whitwell	Customer has advised they wish to escalate their complaint regarding the behaviour of the Community Enforcement Rangers		
	1	Newton	Customer has escalated their complaint as multiple appointments have been cancelled since their original complaint.	Housing Repairs and Maintenance	1
	1	Creswell	Customer would like to escalate their complaint to a Stage 2 regarding the Refuse Team not providing a good collection service as following 2 complaints their recycling side waste was not collected.	Street Scene	1
Total Stage 2's for October 2024. Split by department					4
Total Stage 2's for October 2024.					4
Nov-24	1	Out of Area - Alfreton	Customer has escalated their complaint to a Stage 2 as they feel their issues have been ignored regarding how the Environmental Health team have dealt with a disrepair claim.	Environmental Health	1
	1	Shirebrook	Customer remains dissatisfied as they do not agree with the Stage 1 response. Customer states that the Council promised to do repairs which were not completed and is not happy their Right to Buy does not reflect these repairs needed.	Housing	1

Q3 Stage 2 Complaints 2024/25					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
	1	Shirebrook	Customer remains dissatisfied as they do not agree with the Stage 1 response. Customer states that the Council promised to do repairs which were not completed and is not happy their Right to Buy does not reflect these repairs needed.	Housing Repairs and Maintenance	1
	1	Unknown	Would like the Council to answer their queries regarding land ownership due to a court case which has used information supplied by the Council.	Legal	1
	1	Clowne	Customer would like to escalate to a stage 2 complaint as they remain unhappy with how they were spoken to.	Leisure	1
	2	Unknown	Customer has requested an FOI Internal Review of their FOI Request regarding an audio file.	Performance	2
			Customer has requested an FOI internal review as believes an exemption has been applied incorrectly on their FOI request regarding ICT contracts on data systems.		
	1	Barlborough	Customer has escalated their complaint regarding their bins being missed and not returned to their correct location. Despite two stage 1 complaints the situation continues.	Street Scene	1
Total Stage 2's for November 2024. Split by department					8
Total Stage 2's for November 2024.					7
Dec-24	1	Whitwell	Customer requested to escalate their complaint as they disagree with the Council's response and is unhappy works have begun.	Housing	2
	1	Shirebrook	The customer would like to escalate their complaint regarding the way their mother is being treated by wardens as they do not feel they have been listened to.		

Q3 Stage 2 Complaints 2024/25					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
	1	Whitwell	Customer requested to escalate their complaint as they disagree with the Council's response and is unhappy works have begun.	Housing Repairs and Maintenance	1
Total Stage 2's for December 2024. Split by department					3
Total Stage 2's for December 2024.					2

Total Stage 2's for Q3 2024-2025. Split by department					15
Total Stage 2's for Q3 2024-2025.					13