

Appendix 3

A- Compliments 1/4/19- 30/9/19		Number
People	Customer Services	14
	Leisure	18
	Legal, Governance & Elections	1
	Communications	9
	Revenues & Benefits	10
	Streetscene Services	22
		74
Place	Housing	23
	Environmental Health	5
	Property & Commercial Services	1
	Planning	16
		45
Total		119

Compliments included:

Resident wishes to thank all involved in getting her missed bin collected. From the advisor who took the call (Customer Advisor) to the refuse team for collecting the bin on the day that was stated. Contact with the Contact Centres either face to face or over the telephone she always receives a great service and we are always polite, helpful and very patient	Customer Services Streetscene Services
Resident e-mailed to say he watched the video last week and he has nothing but praise for the efforts to promote the district. The video ought to be shown to a wider audience with input from other areas, maybe a slot on local tv.	Communications
Resident would like to say thank you to the Advisor who dealt with her yesterday with regards to the drainage complaint. The drains team came out and found a fault higher up and sorted it out. Customer would like to thank the drains team for sorting it out and explaining it to her, putting her mind at rest.	Customer Services Property & Commercial Services
Following my garden wall being graffitied, early hours of 19th March, just writing to thank everyone who got involved at Bolsover Council for their time, patience, listening ears and kindness after this very distressing incident, when I contacted them that day. Advisor from customer service was wonderful, very sympathetic and helpful. She alerted the Rangers, who came out to me that afternoon, reassured me and set me up with alarms etc. and promised it would be dealt with, they were so kind and helpful too. Also to the 2 chaps who came today, Tuesday 2nd April to remove it, I didn't get their names but they did a brilliant job and got rid of it all completely. Such a relief and am so pleased it was dealt with as quickly and thoroughly as it was. Delighted with your service all	Customer Services Streetscene Services Housing
Hi. Thought you'd appreciate hearing this, my daughter has recently had swimming lessons with you through Clowne Juniors. She had been scared of water until recently. We are currently in Gran Canaria and a little girl jumped in and couldn't get back to the surface. Lots of kids were jumping in and diving for toys so no one really noticed. My daughter grabbed the edge of the pool with her fingers in the drain grid and managed to get hold of the girls arm and dragged her to the	Leisure

edge. She coughed up some water and had a good cry but she was ok. My daughter said she learnt what to do during her lessons with you and if she didn't know, the little girl could've have ended having a holiday in hospital or much worse! My daughter is with St John Ambulance, wanting to be a paramedic and is so pleased she has already saved a life and wanted to thank the swim instructors for teaching her what to do!	
I wanted to drop you a quick line outlining the great work of both the Planning Manager and a Planner. We have been working together on the site in Bolsover for much of 2019 and both have been excellent to work with. In the private sector we appreciate that time and resources are stretched in local authority. Despite this both have been a pleasure to deal with. They have both sought to work with us through some challenging and complicated matters at the site, where we have all learnt as we have progressed by open and honest discussions and finding solutions to problem. Great work - and thank you for making the process simple and efficient – always with a polite smile!	Planning
Tenant rang to say that she had had two workmen out to her property today, one for electrics and the other to fix a handle on a door. She wanted to say that they were both very professional and did the jobs well and she was very pleased with the work and their attitude. She asked that this please be passed on to the relevant departments	Housing
Company would like to thank the Planner, they appreciate the speed of her response. An excellent pre-application experience, especially compared to the other Local Planning Authorities they work with. Thank you!	Planning
The staff are all extremely positive about the content of what is being delivered and the teaching and learning that is evident. The children are engaged and are constantly moving! (In relation to School Sports Coaching).	Leisure Services
Resident would like to say thank you to the Benefits Department for all their help and support during the last weeks	Revenues & Benefits
Resident would like to thank the Pest Control Officer for the service he provided in connection with a rat problem last week. His advice was very welcome and he was very kind	Environmental Health
Lady in Blackwell rang to compliment the two grounds maintenance workers who strimmed the gardens along Woburn Close on 19th August. They made a fantastic job and the area now looks lovely.	Streetscene Services

B - Comments 1/4/19 - 30/9/19		Number
People	Customer Services	1
	Leisure	3
	Legal, Governance & Elections	2
	Streetscene Services	6
		12
Place	Housing	4
	Environmental Health	2
	Property & Commercial Services	2
		8
Total		20

C - Number of Frontline Resolution (Stage 1) complaints via Contact Centre 1/4/19 - 30/9/19		Number	Out of timescale (3 working days)
People	Leisure	1	
	Revenues & Benefits	1	
	Streetscene Services (Grounds Maintenance)	20	2
	Streetscene Services (Refuse)	85	2
		107	4
Place	Housing	19	8
	Property & Commercial Services	5	
	Environmental Health	3	
		27	8
Total		134	12 (9%)

D – Number of Formal Investigation (Stage 2) complaints 1/4/19 - 30/9/19		Number	Within timescale of 15 working days	Out of timescale
People	Partnerships	1	1	
	Customer Services	5	5	
	Leisure	24	24	
	Legal, Governance & Elections	4	4	
	Performance	3	3	
	Finance	1	1	
	Revenues & Benefits	16	16	
	Streetscene Services	21	21	
		75	75	
Place	Housing	38	38	
	Environmental Health	5	5	
	Property & Commercial Services	8	7	1
	Planning	5	5	
	Economic Development	1	1	
		57	56	1
Total		132	131	1

E – Number of Internal Review (S3) complaints 1/4/19 - 30/9/19		Number	Within timescale of 20 working days	Out of timescale
	Legal, Governance & Elections	2	0	2
	Performance	3	3	
	Communications	2	2	
	Revenues & Benefits	4	4	
	Streetscene Services	1	1	
		12	10	2
Place	Housing	6	6	
	Environmental Health	3	2	1
	Property & Commercial Services	2	2	
	Planning	7	6	1
		18	16	2
Total		30	26	4

Appendix 3

F - Ombudsman's Summary		Departments Involved	Date Decision Letter Received	Ombudsman Decision
03/12/18 13/02/19 04/03/19	LGSCO Initial enquiries. LGSCO (intention to investigate) LGSCO Investigation Complainant unhappy with noise nuisance outcome	Environmental Health	21/05/2019 12/06/19	Not upheld: no maladministration. There was no fault by the Council in the way it investigated complaints of a nuisance caused by the neighbour
05/03/19 16/04/19	LGSCO (intention to investigate) On behalf of son, wants an adapted Council property LGSCO Investigation Complainant unhappy with welfare adaptations	Housing	03/07/2019 17/9/19	Upheld: maladministration and injustice. There was delay in placing the complainant on the housing waiting list.
20/03/19	LGSCO Initial enquiries - wants an investigation into why a Parish Council meeting was made exempt	Legal	03/04/19	Closed after initial enquiries - no further action'. Complainant is not caused a significant, personal injustice from his complaint.
10/04/19	LGSCO Initial enquiries - wants an investigation into conduct of a Parish Councillor	Legal	08/05/19	Closed after initial enquiries - no further action. This is because there is not enough evidence of fault in the way the Council considered the complaint about a Councillor's conduct; and the matter does not cause the complainant a significant personal injustice which would warrant an Ombudsman investigation.
12/04/19	LGSCO Initial enquiries - Unhappy about the Council's decision not to enforce the license agreement in relation to a wildflower area near to his property	Streetscene Services Leisure	07/05/19	Closed after initial enquiries - not to investigate this complaint. This is because there is insufficient evidence of fault which has caused injustice.
08/05/19	LGSCO decision - wants an investigation into conduct of a Parish Councillor	Legal	08/05/19	Closed after initial enquiries - no further action. This is because there is not enough evidence of fault by the Council in the way it decided the councillor had not breached the Code of Conduct.

16/05/19	THO investigation about succession rights	Housing	29/07/19	Close the case - there was no maladministration by the Council in respect of the information it provided to the complainant regarding her son's possible succession to her tenancy
19/06/19	LGSCO Initial enquiries about why the complainant was excluded from the Housing Waiting list	Housing	11/07/19	Closed after initial enquiries - no further action. This is because there is insufficient evidence of fault by the Council.
02/07/19	LGSCO Initial enquiries about a planning decision	Planning	Committed to Internal Review as complainant has not fully completed the complaints process	
08/07/19	LGSCO Initial enquiries about a company handling benefit reconsiderations	Revenues & Benefits	25/07/19	Closed after initial enquiries – no further action. This is because there is no injustice to the complainant or the housing provider he represents.
19/08/19	THO investigation review about succession rights	Housing	04/11/19	Close the case - Ombudsman has reviewed their decision and concluded that their findings do not warrant amending
30/8/19	LGSCO (intention to investigate)	Legal	Awaiting allocation to investigator	
10/09/19	LGSCO Initial enquiries Not happy with unadopted road status - feels planning should enforce	Legal	10/09/19	Closed after initial enquiries - out of jurisdiction
16/09/19	LGSCO Initial enquiries complaint about development near property	Planning	16/09/19	Closed after initial enquiries - no further action. This is because there is no evidence of fault by the Council.
07/10/19	LGSCO (intention to investigate)	Planning	Awaiting allocation to investigator	
5/11/19	LGSCO Initial enquiries regarding a complainant presenting themselves as homeless	Housing	Committed to Internal Review as complainant has not fully completed the complaints process	

LGSCO* Local Government and Social Care Ombudsman

HO* Housing Ombudsman