

Appendix 3

A- Compliments 1/10/19 - 31/3/20		Number
People	Partnerships	6
	Customer Services	15
	Leisure	44
	Communications	6
	Revenues & Benefits	35
	Streetscene Services	35
	Legal, Governance & Elections	2
		143
Place	Housing	26
	Environmental Health	7
	Property & Commercial Services	4
	Planning	5
		42
Total		185

Compliments included:

Regarding Bolsover TV and Arc Angels walking netball - It's brilliant. Thank you. Hopefully a bit uplifting for people, roll on when we can get back.	Communications Leisure
Resident would like to thank the Partnership Team and Streetscene Services for their response about the proposed work to the tree at Albine Road. You make living in our district a joy and a pleasure.	Streetscene Services Partnership Team
I just wanted to reiterate our thanks from Ashgate Hospice for your review of mandatory relief on our accounts and for the adjustment of retail relief. Thanks for your quick and helpful response.	Revenues & Benefits
Resident rang to say that she had had pest control service and that he was a very pleasant gentleman and wanted to pass on her thanks	Environmental Health
Resident would like to say a big thank you for helping her resolve problems with her previous landlord. They were sleeping four to a room downstairs because the property was in bad disrepair. This was reported to EH and they were helped to apply for housing. They have now received a housing association property.	Customer Services Partnership Strategy Housing Environmental Health
Tenant would like to thank the Benefits Section as she had received her payment into her account and she was grateful. It has helped her greatly	Revenues & Benefits
7 compliments received from feedback in relation to Safeguarding and Protecting Children course delivered by Leisure Officer: Lovely tutor very understanding Great tutor and excellent delivery of material It was informative and makes you aware off everything you need to be with regards to safeguarding. Was informative and relevant. I have received training from my school in relation to safeguarding and this course was similar but more relevant in a coaching capacity Tutor was friendly and welcoming. She made me feel comfortable within the group. She was very knowledgeable and supportive. Very good, good group interaction and an excellent facilitator The course was very interactive and gave me quite a lot of knowledge	Leisure
Resident wanted to say thank you for all the help after her husband had died. She had no food or money not even to bury her husband. All her benefits was sorted her tenancy is now in her name and with the help of Environmental Health the funeral was taken care of.	Housing Customer Services Environmental Health

B - Comments 1/10/19 - 31/3/20		Number
People	Leisure	1
	Customer Services	1
	Legal, Governance & Elections	7
	ICT	1
	Revenues & Benefits	4
	Streetscene Services	3
		17
Place	Housing	11
	Environmental Health	13
	Planning	6
		30
Total		47

C - Number of Frontline Resolution (Stage 1) complaints via Contact Centre 1/10/19 - 31/3/20		Number	Out of timescale (3 working days)
People	Leisure	2	
	Customer Services	2	1
	Revenues & Benefits	3	
	Streetscene Services (Grounds Maintenance)	25	1
	Streetscene Services (Refuse)	126	2
		158	4
Place	Housing	13	14
	Property & Commercial Services	6	
	Environmental Health	8	2
		27	16
Total		185 (90%)	20 (10%)

D – Number of Formal Investigation (Stage 2) complaints 1/10/19 - 31/3/20		Number	Within timescale of 15 working days	Out of timescale
People	Customer Services	5	5	
	Leisure	28	28	
	Legal, Governance & Elections	4	4	
	Finance	1	1	
	Revenues & Benefits	18	18	
	Streetscene Services	39	37	2
		95	93	2
Place	Housing	49	46	3
	Environmental Health	22	18	4
	Property & Commercial Services	22	20	2
	Planning	13	12	1
		106	96	10
Total		201	189	12

E – Number of Internal Review (S3) complaints 1/10/19 - 31/3/20		Number	Within timescale of 20 working days	Out of timescale
People	Leisure	1	1	
	Streetscene Services	3	3	
	Revenues & Benefits	3	2	1
		7	6	1
Place	Housing	5	4	1
	Environmental Health	2	0	2
	Property & Commercial Services	1	1	0
		8	5	3
Total		15	11	4

Appendix 3

F - Summary of Ombudsman Complaints 2019/20				
Date Received	Summary of Complaint	Departments Involved	Date Decision Letter Rec'd	Ombudsman's 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 her neighbour.
05/03/19 16/04/19	LGSCO (intention to investigate) Ms C Fox 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.
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	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	Housing	04/11/19	Close the case - Ombudsman has reviewed their decision and concluded that their findings do not warrant amending
30/08/19	LGSCO (intention to investigate)	Legal	28/02/20	Not upheld: no maladministration. This is because they have not found the Council at fault in the way it looked into his environmental health reports or the way it responded to his complaints.
10/09/19	LGSCO Initial enquiries Not happy with unadopted road status - feels planning should enforce	Planning	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	11/02/20	Not upheld: no maladministration. The Ombudsman has decided the Council was not at fault in how it dealt with the planning application and they cannot investigate complaints about the provision or management of social housing as the new property is social housing which was built by the Council in its role as a social landlord.
05/11/19	LGSCO Initial enquiries	Housing	Committed to Internal Review as complainant has not fully completed the complaints process	
20/01/20	LGSCO Initial enquiries	Property & Commercial Services		CFWD

LGSCO* Local Government Ombudsman
THO* The Housing Ombudsman