

Comments, Compliments and Complaints - October 2018– March 2019

Comments

Date	Ward	Subject	Division	Resultant Action Taken/Comments
10.10.18	N/A	Damage to car from hitting a pothole	Derby City Council	10.10.18 – referred to Insurance Department and emailed driver to advise that he needs to contact Derby City Council.
12.12.18	Etwall	Use of pool cover at Etwall Leisure Centre	Cultural Services	12.12.18 – email to Head of Cultural Services, actioned by Centre Manager at Active Nation
17.12.18	Findern	Council Tax/no community facilities	Corporate Services	17.12.18 – email forwarded to Director(Corporate Resources)

Compliments

Date	Ward	Subject	Division
01.10.18	N/A	Visited offices today, thanks to the member of staff in Housing, new bins ordered and arrived quickly. SDDC are phenomenal	Housing & Customer Services
09.10.18	Swadlincote	My mother's needs have been dealt with brilliantly. Special mention to one member of staff for help in assessing mum's needs and to another for her help and compassion.	Housing Services (Adaptations)
16.10.18	Findern	I would like to praise the groundsman for the grass cutting which I took this picture of at the weekend.	Cultural Services/Grounds Maintenance
17.10.28	Hilton	Rope ladder now replaced at Hilton Recreation Ground – thank you so much for sorting this all out, you have done a fantastic job and it is very much appreciated.	Cultural Services
17.10.18	Midway	Telephone call from the tenant thanking the repairs team for pulling out all the stops today to supply and fit a sliding door to his bathroom.	Housing Services
18.10.18	Etwall	Missing Paper Recycling Caddy, delivered today – excellent service!	Waste & Cleansing
19.10.18	Linton	Telephone call to say thank you very much for returning to empty his green bin that had been missed. He said he was very impressed by the service given.	Waste & Cleansing

23.10.18	Swadlincote	Just to say that the new caretaker for the Town Hall has been very caring of us and extremely helpful.	Cultural Services
26.10.18	Aston on Trent	Wanted to pass on her thanks following a mix up with a bulky collection on Wednesday. Between the two of them it was sorted and she is very grateful.	Customer Services/ Waste & Cleansing
29.10.18	Church Gresley	I would just like you to pass on my thanks to the road cleaner who cleared a mountain of leaves from Charles Street this morning. He did a superb job. Thank you.	Waste & Cleansing
30.10.18	Not known	My apologies for the delay in passing on my thanks for your excellent service and rapid response to my request for a replacement bin. Within three working days my new bin had been delivered! Thank you once again.	Waste & Cleansing
Nov 18	Church Gresley	South Derbyshire really care about people especially the elderly. I am so very grateful, this adaptation has made my life much easier. Feel safer now.	Housing Services (Adaptations)
05.11.18	Swadlincote	Thanks for arranging at such short notice for the general waste bin to be delivered. Excellent customer service and such a huge thank you from all of us at Delicious Dishes to everyone involved for how easy and prompt you've all been.	Waste & Cleansing
12.11.18	Not known	Replacement bin – many thanks for such a speedy response	Waste & Cleansing
26.11.18	Swadlincote	I just wanted to say a massive thank you to your refuse collectors. Every week my little toddler will run to the window to wave at the men and two of your men in particular will always wave to him. This last Friday one of your men left him a drink after waving to him and I thought what a lovely, kind and generous thing to do. They are always such very helpful and friendly chaps and I would be so very grateful if you could pass on my thanks. You and very lucky to have such lovely people working for you.	Waste & Cleansing
03.12.18	Willington and Findern	Request for new bin collection dates – Just wanted to say we literally moved 500 yards from Derby City Council to South Derbyshire 3 months ago and the service we've had from South Derbyshire since we moved in has been brilliant, very efficient, always helpful, quick to answer the phone! A massive improvement on previous service levels.	Waste & Cleansing
05.12.18	Findern	Please can you inform the refuse collection service that my black bin has now been emptied. I rang today to say that I had not put it out but my family saw the bin people in the village and they kindly emptied it on their way back. Thanks very much it is greatly appreciated.	Waste & Cleansing
14.12.18	Rosliston	I've been teaching for many years and this is the most inspirational classroom I've ever seen! Re: EEP classroom at Rosliston Forestry Centre	Rosliston Forestry Centre
21.12.18	Willington	I have telephoned customer to confirm, and advised him that the extra bins will be installed within the Recycling Centre by close of play on Christmas Eve for the use of residents over the Christmas period. During the conversation, he said that he wished to express that the service he has received from South Derbyshire District Council by far exceeds his previous Council in Kent.	Waste & Cleansing

24.12.18	Swadlincote	Good morning and Happy Christmas everyone. Just want to say well done to all those involved in planting and decorating all the Christmas Trees on the roundabouts in and around Swadlincote. My family moved to the area in July from Cumbria so we don't know if this is a regular thing but we love them and it makes driving around the area at night so pretty. I drive around a lot as part of my job and coming back to 'Swad' in the dark has made me smile and feel all Christmassy. Love the fact they are real trees traditionally lit and you haven't tried to go all modern. In tough financial times well done to council staff and tree sponsors to make it happen.	Grounds Maintenance
02.01.19	Newhall and Stanton	Electrician call out. The electrician who came to fix my faulty light was polite, courteous and efficient. The light is now mended. I just feel that these guys/gals work extremely hard and deserve some recognition. So a huge thank you for being patient whilst I open the door (I'm disabled) and for explaining what you were doing at every stage. I'm extremely grateful.	Housing Maintenance
07.01.19	Hilton	Email of thanks for level of service for collection of bins in the area over the Christmas break	Waste & Cleansing
07.01.19	Linton	Thank you following the work carried out at Coton Park, Linton last week. It really does look much better and hopefully will stay clean.	Waste & Cleansing
10.01.19	Repton & Walton on Trent	I just wanted to thank you and your Officers for the time and effort that they put into the monthly audits and for taking the time to discuss your findings with the managers and chefs personally whilst on site. You and your team have always been extremely thorough and professional, whilst remaining practical and understanding the day to day challenges in our business. As a result, I think that we have a much more open working relationship, which has been demonstrated by the fact that our teams feel confident enough to contact your Officers directly for advice and guidance on food safety issues rather than seeing the Environmental Health Officers as performing purely an enforcement role. We all just wanted to say a huge thank you to you and your team for all your help and guidance.	Environmental Health
14.01.19	Stenson	Re Fly tipping on Arleston Lane Many thanks for actioning the Wonderful Clean Team – much appreciated!	Waste & Cleansing – Clean Team
18.01.19	Etwall	Just thought I would drop a line to say how impressed I was with the service to replace my damaged wheelie bin. The whole process appeared to be very efficient and the bin was replaced two days after my request. Compliments to all involved at South Derbys District Council.	Waste & Cleansing
24.01.19	Seales	I would like to thank the bin man who helped me this morning. Our Lane was like a mirror this morning the rain had frozen so was really slippery. The said bin man offered his arm to help me to the end of Daisy Lane. Very much appreciated can you relay my thanks. There are some gents left in this world. The bin lorry registration was VX18 KCE.	Waste & Cleansing

24.01.19	Church Gresley	Thank you to Team 1 who serviced Princess Street, Castle Gresley today. A lady said her little boy fell over on the ice and a "bin man" helped him get up and escorted him back home. Unfortunately the little boy has suffered a broken arm but the lady said that she was very grateful that her son was helped home.	Waste & Cleansing
29.01.19	Newhall	Re Townscape/Heritage Trail. - Thank you so much for allowing us to show our ladies the plaque. They all thought it was wonderful and are so proud to have some association with it. Hope we haven't delayed the installation!	Cultural Services/Planning Services
04.02.19	Swadlincote	Broken street sign on Midland Road, thanked for getting sign repaired quickly rather than buy a new one.	Street Scene
12.02.19	Aston	Thank you for litter picking on Snelsmoor Lane, the people doing the job were brilliant. I saw a man in ditch getting litter please pass on my thanks to your workers	Street Scene
13.02.19	Aston	Please pass on a huge thanks to the Clean Team for the beautifully cleaned 'south end' of Arleston Lane. It looks wonderful	Street Scene
21.02.19	Swadlincote	Can I say what a pleasure it was to take part in the event! As I was Santa from 5-8pm, I recall the huge crowd and the children were amazing! Unfortunately, we were down on Rotarians to collect at these times, as more were there in the afternoon when it wasn't so busy! Obviously we will make more effort for the evening time this year, if we are able to attend! In my opinion SDDC can take pride in the popularity of the event and the organisation can take credit for their professionalism!	Cultural Services
28.02.19	Aston	I went for my morning run today and it was lovely to use the underpass and find it free of the litter. Thank you for organizing the removal of the items so quickly. I am sure those of us who use the path all appreciate it.	Street Scene
07.03.19	Repton	Resident sent compliments via DCC regarding bin collections in Brookside Close stating that it was a job well done, whilst being very polite and helpful.	Waste & Cleansing
07.03.19	Midway	Thank you letter received regarding adaptation to bungalow. "We would like to recognise the architect, he has guided us each step of the way and always responded to every enquiry without delay and feel he is a valuable asset to your team. Finally we feel we must express how extremely pleased with how well the work has been carried out by Burton Damp Proofing".	Housing Services
11.03.19	Swadlincote	Telephone call to pass on his thanks for the visit, he said you were very professional and appreciated your help (even though didn't like the decision).	Customer Services - Revenue
18.03.19	Linton	I would like to personally thank and applaud your officer in Environmental Services for the excellent service he provided in removing and investigating fly tipping I reported in Linton. The waste was removed within a day and I know he has been keeping up to date with progress of the investigation, he is a credit to your organisation.	Environmental Services
20.03.19	Repton	Bins will be delivered within the next 5 working days for which you do not have to be present – I've received them, excellent quick service	Environmental Services
21.03.19	Church Gresley	Pass on thanks as the Grounds staff have mown the verges along Brunel Way. They have made an absolutely superb job.	Street Scene

Complaints

Date	Ref No	Ward	Subject	Division	Resultant Action Taken
02.10.18	930	Willington & Findern	Recycling issues	Environmental Services	None. Items not currently recyclable
05.10.18	931	Church Gresley	Alleged use of foul language by Grounds Maintenance member of staff at Maurice Lea Memorial Park	Environmental Services	Disciplinary Procedure followed
05.10.18	932	Midway	Planning application B/2018/0227	Planning Services	None required. Explanation of process provided
12.10.18	933	Linton	Road issue in Linton	Planning Services	None. Civil matter
22.10.18	934	Woodville	Issues regarding Housing and Council Tax Benefits	Customer Services	Explore possibility of rewording suspension HB letter to reflect recipient may have mental health issues
30.10.18	935	Hatton	Issues with Council Tax	Customer Services	None. Council not liable for Bank charges
31.10.18	936	Etwall	Temporary Event Notice in respect of beer festival at Licensed Premises in Etwall	Legal & Democratic Services	N/A. Meeting held with all interested parties
07.11.18	937	Hilton	Council Tax in respect of a property in Hilton	Customer Services	None. Explanation of long term empty home procedure provided
09.11.18	938	Hartshorne	Issues with collection of bulky items	Customer Services	Review of bulky waste procedure
12.11.18	939	Newhall	Attitude of staff member during telephone call on 12 November	Housing Services	Line Manager to arrange for extra training
14.11.18	940	Church Gresley	Complaint regarding Warden	Housing Services	Warden reminded to signpost to Housing Officer. Customer invited to raise any issues with Housing Officer
15.11.18	941	Aston	Deletion from Electoral Role	Legal & Democratic Services	Reminder to Elections staff to ensure accuracy of information
21.11.18	942	Hartshorne	Housing Officer	Housing Services	No evidence to uphold customer complaint – the perception was that he was being harassed but all file notes demonstrate that relevant action is being taken by Housing Officer to resolve a neighbour complaint
26.11.18	943	Swadlincote	Gardening and highway clearing	Cultural & Planning Services	The complainant was redirected to the landowner and DCC as the substance of the complaint were not a matter for SDDC
28.11.18	944	Not known	Alleged illegal facebook raffles	Legal & Democratic Services	Activity investigated
28.11.18	945	Swadlincote	Issues with bin collections and attitude of customer services advisor	Waste & Cleansing and Customer Services	Staff reminded to be courteous in all situations

04.12.18	946	Stenson	Infinity Garden Village	Planning Services	Agreed a meeting to discuss findings with Monitoring Officer, CE & Councillor and any other person invited by the Councillor to be present
06.12.18	947	Newhall & Stanton	Building Control	Planning Services	None required. Referred to Council's Insurers'
11.12.18	948	Willington & Findern	Issues with bin collections	Waste & Cleansing	Crew spoken to and reminded of the no earphone rules
19.12.18	949	Findern	Electoral register identification	Legal & Democratic Services	Procedure for receiving documents looked at
02.01.19	950	Linton	Recycling issues	Waste & Cleansing	Explanation of the rationale for the Councils recycling scheme.
02.01.19	951	Aston	Issues with black bin collection and alleged smoking by employee	Waste & Cleansing	Employees reminded of the smoking at work policy
02.01.19	952	N/A	Procurement complaint	Strategic Director (Corporate Resources)	None required. Response to the complainant clarified action taken by the Council.
02.01.18	953	N/A	Employee working in another paid role	Legal and Democratic Services	Procedures followed
08.01.19	954	Repton	Request for information relating to planning application	Planning Services	None required. Available documents sent
24.01.19	955	Swadlincote	Ladies showers at Green Bank Leisure Centre	Cultural Services	Order placed and showers now working.
30.01.19	956	Melbourne	Planning Application 9/2018/0936	Planning Services	Greater awareness of issue and measures put in place
14.02.19	957	Midway	Request for Kitchen refit	Housing Services	The resident is on the list for a new kitchen once the contract is in place
14.02.19	958	N/A	Issues with regards to procurement, asbestos surveys, gross negligence, victimisation & harassment	Corporate Resources	N/A. Withdrawn
18.02.19	959	Melbourne	Planning application 9/2018/1369 regarding the removal of conditions 1 & 2 of Planning Permission Ref 9/2017/0217	Planning Services	Offered to ensure that any breaches of noise or disturbance are enforced by Environmental Health Manager.
28.02.19	960	Linton	Repairs to property	Housing Services	Better communication with residents
04.03.19	961	Midway	Moving out date and attitude of member of staff	Housing Services	Escalation process agreed via Allocations Team for management decision - case by case basis
04.03.19	962	Newhall	Damp problems at property	Housing Services	Problem remedied
06.03.19	963	Newhall	Alleged breach of data protection	Customer Services	Clarification of internal actions

01.03.19	964	Etwall	Planning Officer and planning application 9/2018/0621	Planning Services	Offered for further comment to be reported to the committee in response to amended plans Resultant action: See above for remedy
06.03.19	965	Etwall	Planning Officer and planning application 9/2018/0621	Planning Services	Will report any further comments he makes to planning committee in due course during any notification period for further plans Resultant Action: No improvement required
07.03.19	966	Etwall	No response to request for contact re planning application 9/2018/0648	Planning Services	No action required.
08.03.19	967	Church Gresley	Repairs to Property	Housing Services	Better communication between us and our residents
13.03.19	968	Woodville	Driver of recyclable waste collection service smoking whilst driving	Environmental Services	Employee disciplined, reminder of smoking policy reissued by contractor.