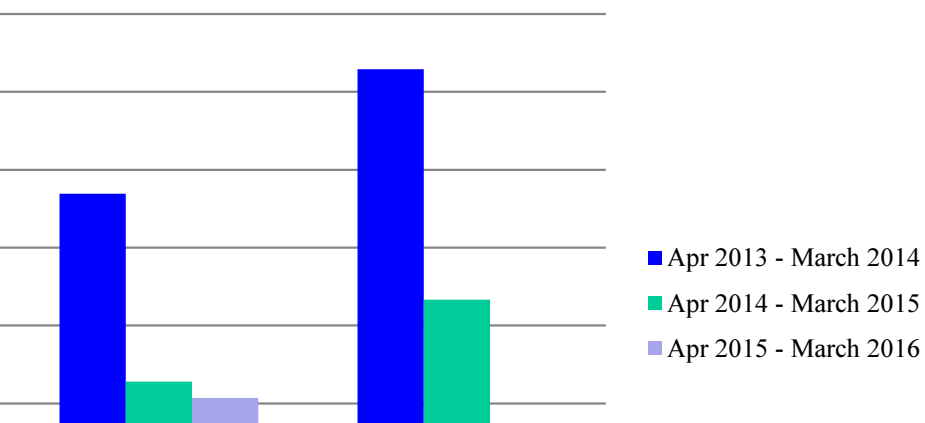


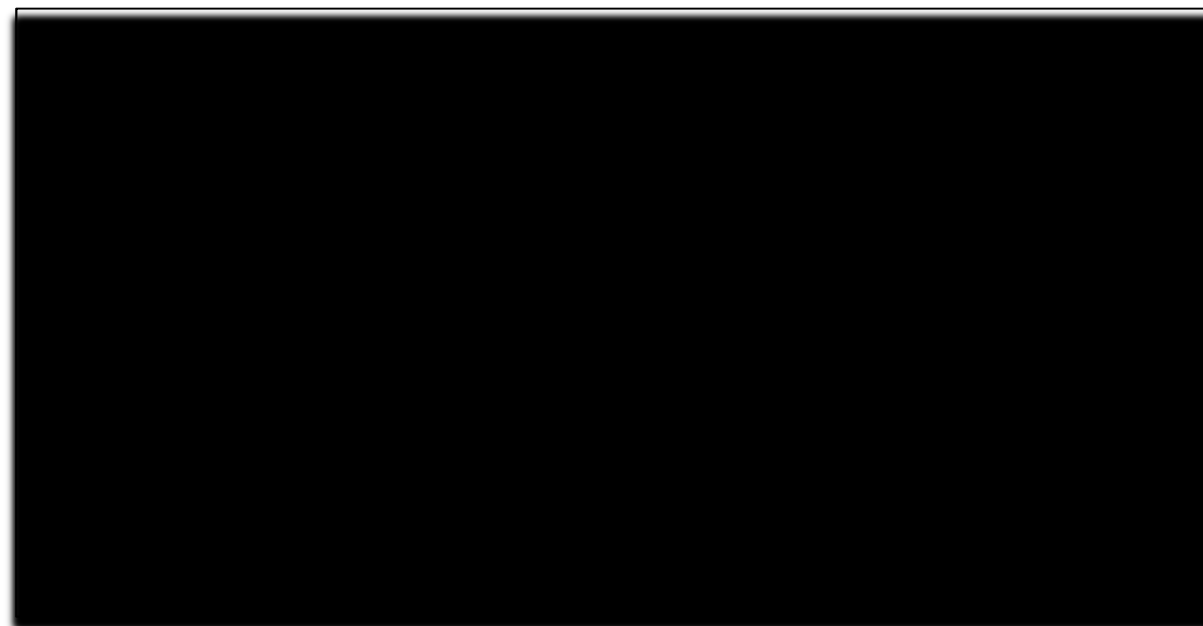
## 3CS RECEIVED DIRECTLY AT NHDC

	13/14	14/15	15/16
Items received	315	116	79
Complaints	469	228	207
Items received	629	333	154
Working days	71%	73%	67%
Complaints	30%	51%	42%
Complaints in formal	0.08%	0.03%	0.01%
Complaints by the LGO	11	9	12

Annual comparison of NHDC Direct 3Cs by type



## 3CS RECEIVED BY OUR CONTRACTORS PROVIDING SERVICE



### Veolia performance data

#### Total number of collections in the year

Number of justified missed collection

Percentage of justified missed collections corrected in the agreed timescale

Number of formal complaints received about the service

Percentage of collection interactions that have resulted in a complaint

### Leisure Centres data

	North Herts Leisure Centre	Hitchin Swim Centre Archers
Number of Complaints	60	18