

	2013 Apr - Sept	2014 Apr - Sept	2015 Apr - Sept	2016 Apr - Sept
Received	192	72	39	42
Received	349	138	131	101
Received	336	208	88	126
Working days	86%	73%	79%	70%
Formal complaint	0.08%	0.03%	0.01%	0.03%
The LGO	2	8	2	3

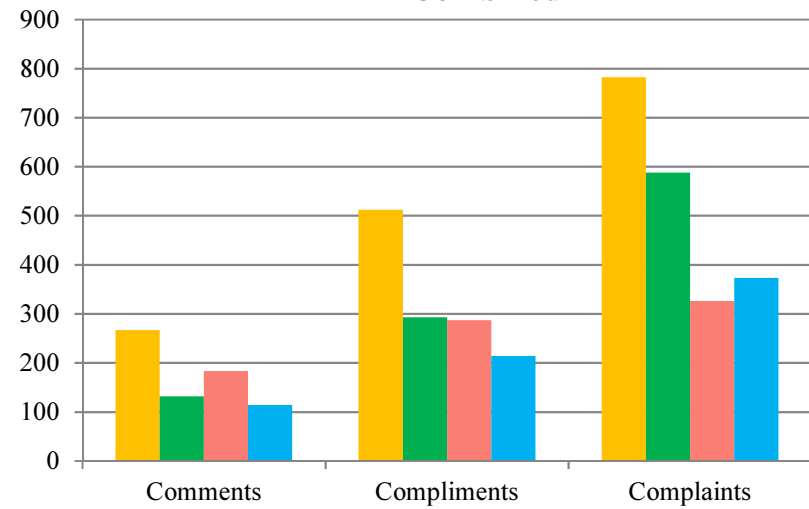
VEOLIA PERFORMANCE DATA

Interactions in the period	2,457,167
Missed collection	236
Missed collections corrected in the agreed timescale	100%
Complaints received about the service	144
Interactions that have resulted in a complaint	0.005%

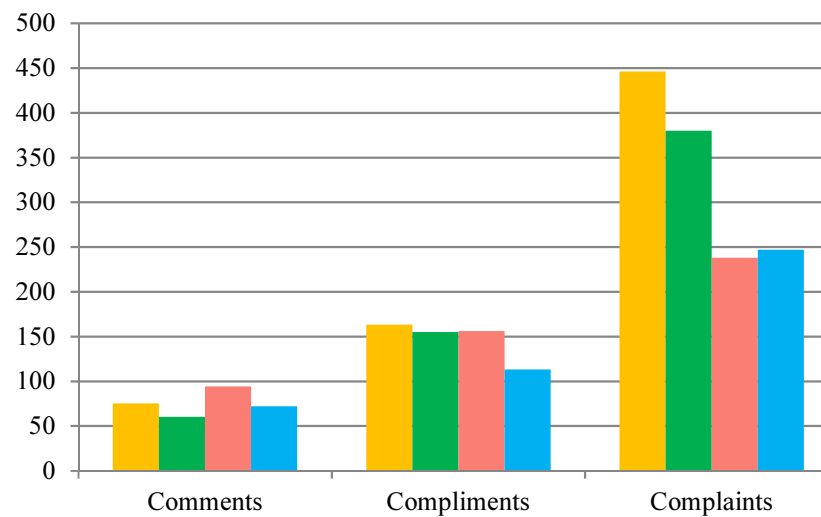
LEISURE PERFORMANCE DATA

	North Herts Leisure Centre	Hitchin Swim Centre & Archers	Royston Leisure Centre
	32	12	15

Annual 3Cs comparisons NHDC & Contractor Combined



Annual 3Cs comparisons - Contractors only



Annual comparison of contractor complaints (Apr - Sept)

