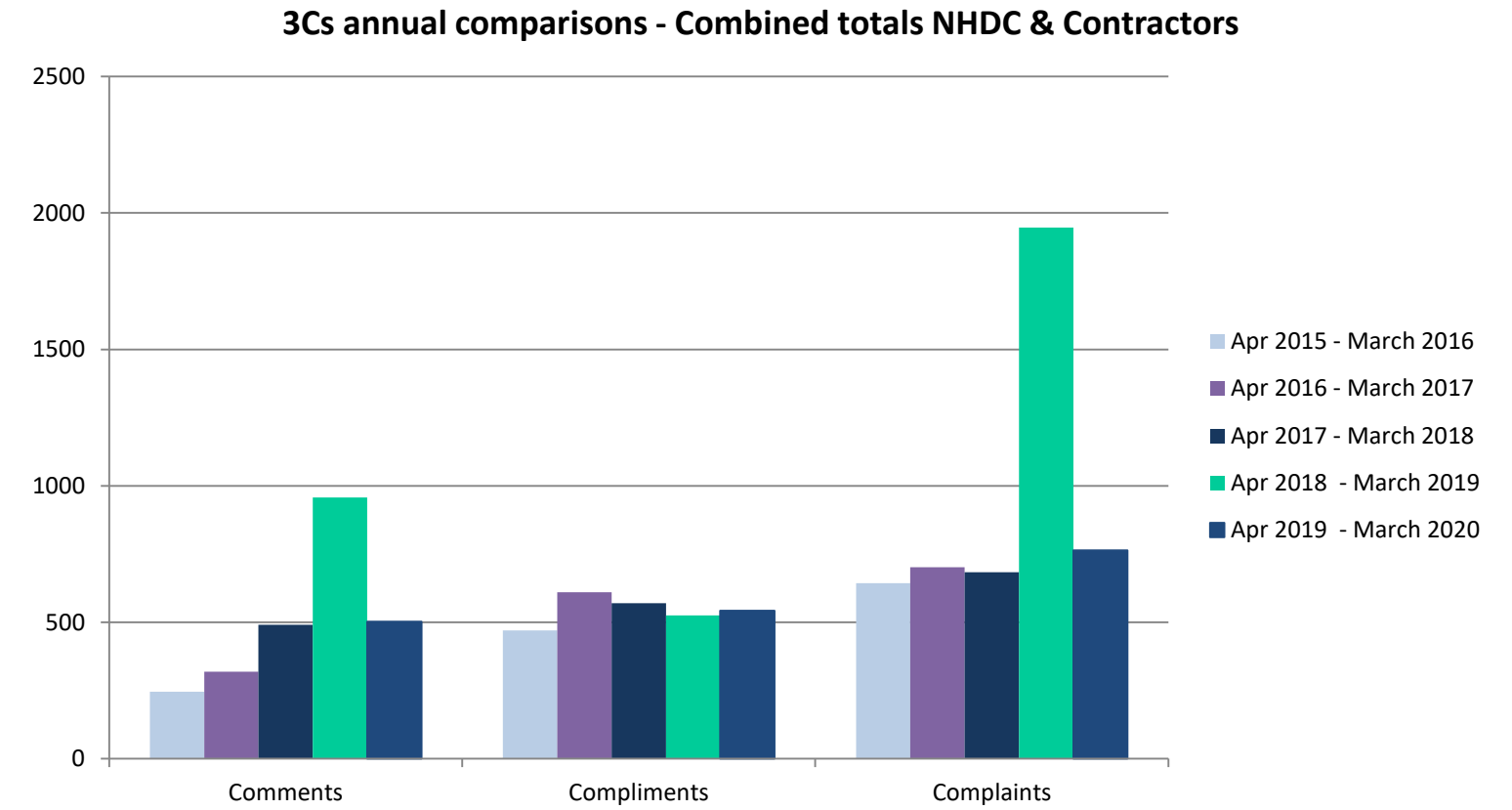


3Cs Performance Summary - 01 April 2019 – 31 March 20

3CS RECEIVED DIRECTLY AT NHDC – ANNUAL COMPARISONS

	15/16	16/17	17/18	18/19	19/20
Number of Comments received	79	70	229	198	43
Number of compliments received	207	190	150	168	168
Number of complaints received	154	189	169	941	304
% resolved within 10 working days	67%	61%	56%	48%	74%
% of complaints justified	42%	31%	36.%	62%	55%
Complaints received by the LGO	12	8	9	10	11



3Cs RECEIVED BY OUR CONTRACTORS– ANNUAL COMPARISONS

	15/16	16/17	17/18	18/19	19/20	15/16	16/17	17/18	18/19	19/20
	Complaints					Compliments				
John O’Conner	46	52	13	15	10	0	0	0	1	0
Veolia / Urbaser	332	283	265	748	177	88	56	52	21	45
North Herts Leisure Centre	60	77	157	98	120	80	105	198	167	144
Hitchin Swim Centre & Archers	18	46	48	101	115	47	118	106	110	115
Royston Leisure Centre	34	55	34	44	38	48	141	65	58	71

Percentage of interactions resulting in a formal complaint

	Number of interactions / collections / visitors	% of interactions resulting in complaint
NHDC	221,931	0.1%
Urbaser	7.1m	0.002%
North Herts Leisure Centre	537,313	0.02%
Hitchin Swim Centre & Archers	434,231	0.02%
Royston Leisure Centre	400,750	0.01%