

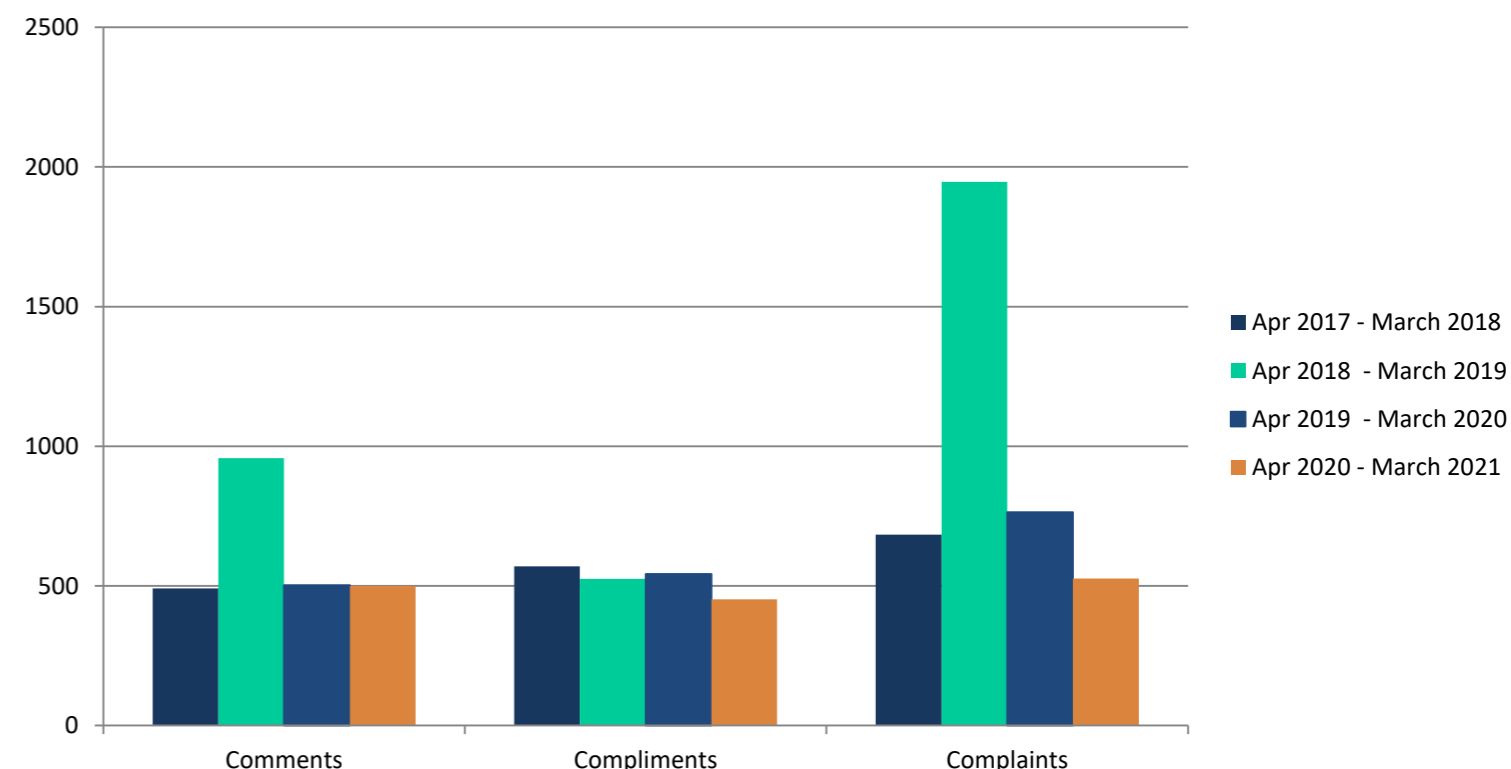
3C's Performance Summary - 01 April 2020 – 31 March 2021



3C'S RECEIVED DIRECTLY AT NHDC – ANNUAL COMPARISONS

	17/18	18/19	19/20	20/21
Number of Comments received	229	198	43	19
Number of compliments received	150	168	168	236
Number of complaints received	169	941	304	225
% resolved within 10 working days	56%	48%	74%	80%
% of complaints justified	36%	62%	55%	46%
Complaints received by the LGO	9	10	11	8

3C's annual comparisons - Combined totals NHDC & Contractors



3C's RECEIVED BY OUR CONTRACTORS – ANNUAL COMPARISONS

	17/18	18/19	19/20	20/21	17/18	18/19	19/20	20/21
	Complaints				Compliments			
John O'Conner	13	15	10	3	0	1	0	0
Urbaser	265	748	177	266	52	21	45	143
North Herts Leisure Centre	157	98	120	13	198	167	144	22
Hitchin Swim Centre & Archers	48	101	115	10	106	110	115	33
Royston Leisure Centre	34	44	38	10	65	58	71	18

Percentage of interactions resulting in a formal complaint

	Number of interactions / collections / visitors	% of interactions/collections/visitors resulting in complaint
NHDC	162,119 interactions	0.325%
Urbaser	7.1m collections	0.374%
North Herts Leisure Centre	81,110 visitors	0.160%
Hitchin Swim Centre & Archers	54,980 visitors	0.181%
Royston Leisure Centre	59,962 visitors	0.166%