

3C's Performance Summary - 01 April 2021 – 30 September 2021

3C'S RECEIVED DIRECTLY AT NHDC – 6 MONTHLY COMPARISONS

| | 2019 Apr - Sept | 2020 Apr - Sept | 2021 Apr - Sept |
|-----------------------------------|--------------------|--------------------|--------------------|
| Number of Comments received | 31 | 9 | 12 |
| Number of compliments received | 66 | 111 | 87 |
| Number of complaints received | 176 | 99 | 169 |
| % resolved within 10 working days | 73% | 79% | 77% |
| Complaints received by the LGO | 3 | 5 | 4 |

Contractor Complaints Data (all contractors)

| | 2019 Apr - Sept | 2020 Apr - Sept | 2021 Apr - Sept |
|--------------------------------|--------------------|--------------------|--------------------|
| Number of Comments received | 288 | 259 | 374 |
| Number of Compliments received | 185 | 127 | 78 |
| Number of Complaints received | 270 | 134 | 71 |

Combined Totals

| | 2019 Apr - Sept | 2020 Apr - Sept | 2021 Apr - Sept |
|--------------------------------|--------------------|--------------------|--------------------|
| Number of Comments received | 319 | 268 | 386 |
| Number of Compliments received | 251 | 238 | 165 |
| Number of Complaints received | 446 | 233 | 240 |

Half Year Annual 3Cs comparisons NHDC & Contractor Combined 01 Apr- 30 Sept 2021



Local Government Ombudsman Complaint Decisions

| Service Area (LGO Classification) | LGO Decision |
|---|--|
| Environmental Services and Public Protection & Regulation | Closed after initial enquiries – No further action |
| Planning Control & Conservation | LGO investigating – still open |
| Planning Control & Conservation | LGO propose investigating – still open |
| Planning Enforcement | LGO propose investigating – still open |

Waste and Recycling Data (combined)

| | Comments | Compliments | Complaints |
|----------------------|----------|-------------|------------|
| April – September 21 | 350 | 60 | 113 |