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

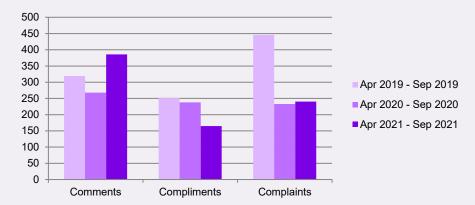
3C'S RECEIVED DIRECTLY AT NHDC – 6 MONTHLY COMPARISONS			
	2019 Apr - Sept	2020 Apr - Sept	2021 Apr - Sept
Number of Comments received	31	9	12
Number of compliments received	66	111	87
Number of complaints received	176	99	169
% resolved within 10 working days	73%	79%	77%
Complaints received by the LGO	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	

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