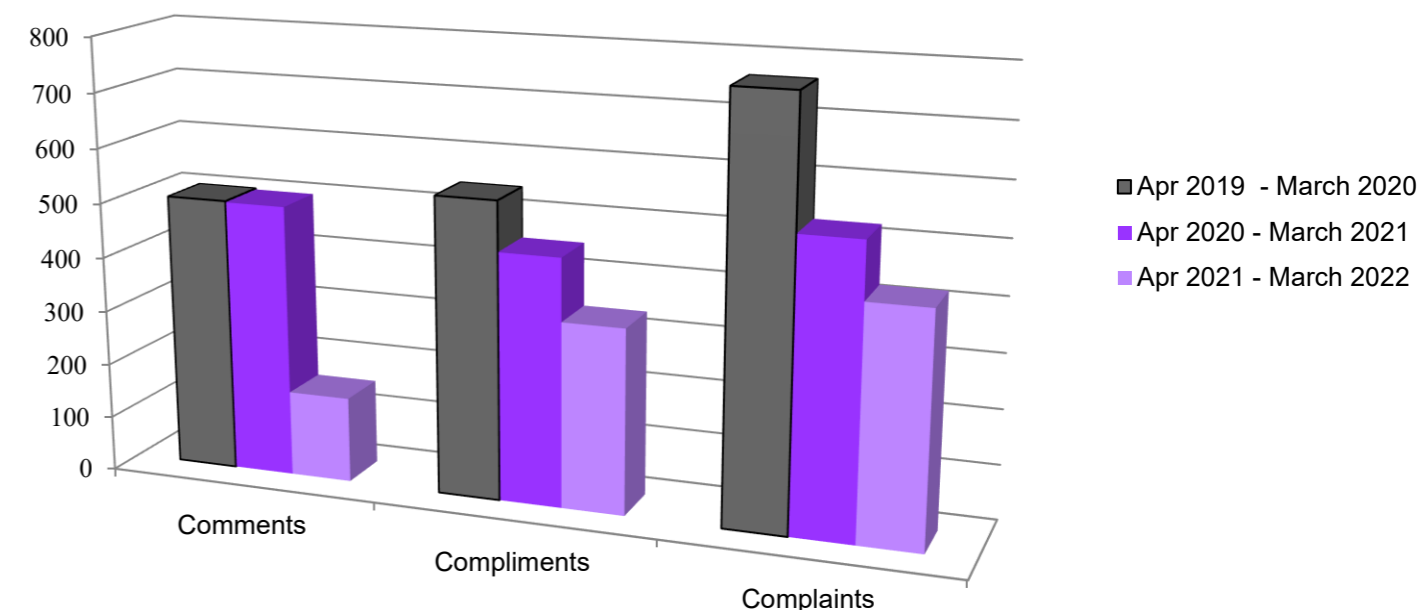


3C'S RECEIVED DIRECTLY AT NHDC – ANNUAL COMPARISONS

| | 19/20 | 20/21 | 21/22 |
|-----------------------------------|-------|-------|-------|
| Number of Comments received | 43 | 19 | 28 |
| Number of compliments received | 168 | 236 | 185 |
| Number of complaints received | 304 | 225 | 275 |
| % resolved within 10 working days | 74% | 80% | 77% |
| % of complaints justified | 55% | 46% | 38% |
| Complaints received by the LGO | 11 | 8 | 10 |

3C's Performance Summary 1 April 2021 - 31 March 2022

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



3C's RECEIVED BY OUR CONTRACTORS– ANNUAL COMPARISONS

| | 19/20 | 20/21 | 21/22 | 19/20 | 20/21 | 21/22 |
|-------------------------------|-------------------|-------|-------|--------------------|-------|-------|
| | Complaints | | | Compliments | | |
| John O'Conner | 10 | 3 | 2 | 0 | 0 | 0 |
| Urbaser | 177 | 266 | 52 | 45 | 143 | 66 |
| North Herts Leisure Centre | 120 | 13 | 37 | 144 | 22 | 21 |
| Hitchin Swim Centre & Archers | 115 | 10 | 35 | 115 | 33 | 26 |
| Royston Leisure Centre | 38 | 10 | 22 | 71 | 18 | 40 |

Percentage of interactions resulting in a formal complaint

| | Number of interactions / collections / visitors | % of interactions/collections/visitors resulting in complaint |
|-------------------------------|---|---|
| NHDC | 146,843 interactions | 0.187% |
| Urbaser | 7.7m collections | 0.0006% |
| North Herts Leisure Centre | 350,259 visitors | 0.010% |
| Hitchin Swim Centre & Archers | 252,907 visitors | 0.013% |
| Royston Leisure Centre | 257,619 visitors | 0.008% |