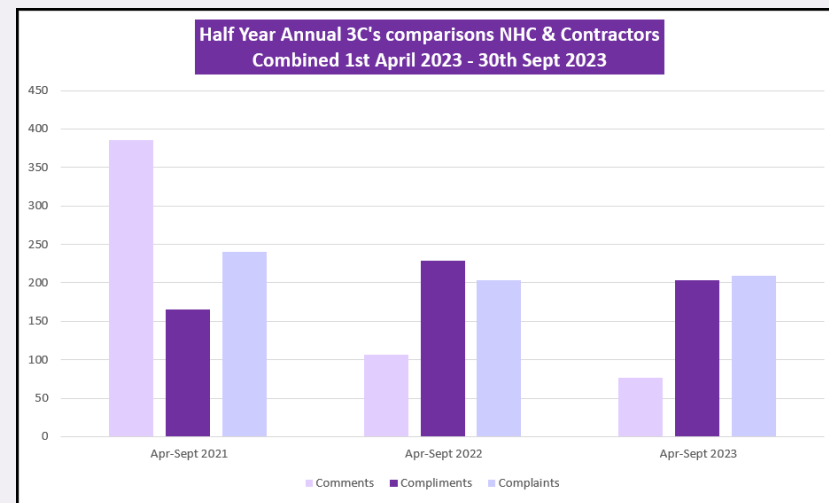


3C's Performance Summary: April – Sept 2023

3C's Received directly at NHC - 6 Monthly Comparisons			
	2021 Apr - Sept	2022 Apr - Sept	2023 Apr - Sept
Number of Comments received	12	14	15
Number of Compliments received	87	67	81
Number of Complaints received	169	105	86
Total received	268	186	182
% complaints resolved within 10 working days	77%	74%	79%
Complaints received by the LGO	4	8	1

[The case received by LGO this year was not investigated by them]



Contractor Complaints Data (all contractors)			
	2021 Apr - Sept	2022 Apr - Sept	2023 Apr - Sept
Number of Comments received	374	92	62
Number of Compliments received	78	162	122
Number of Complaints received	71	98	123
Total received	523	352	307

Percentage of interactions resulting in a formal complaint		
	Number of interactions / collections / visitors	% of interactions/collections/visitors resulting in complaint
NHDC	70179 interactions	0.001%
Urbaser	3.86million* collections	0.003%
North Herts Leisure Centre	291697 visitors	0.003%
Hitchin Swim Centre & Archers	266127 visitors	0.006%
Royston Leisure Centre	190607 visitors	0.016%

* [This figure is the total average number of lifts per month]

Combined Totals			
	2021 Apr - Sept	2022 Apr - Sept	2023 Apr - Sept
Number of Comments received	386	106	77
Number of Compliments received	165	229	203
Number of Complaints received	240	203	209
Total received	791	538	489

Waste and Recycling Data (combined)				
	Comments	Compliments	Complaints	Totals
April – September 23	19	54	61	134
April – September 22	10	32	53	95