

**OVERVIEW AND SCRUTINY
11 DECEMBER 2018**

***PART 1 – PUBLIC DOCUMENT**

TITLE OF INFORMATION NOTE: HALF YEAR UPDATE ON COMMENTS, COMPLIMENTS AND COMPLAINTS (3CS)

INFORMATION NOTE OF THE CUSTOMER SERVICE MANAGER

EXECUTIVE MEMBER– COUNCILLOR MRS LYNDA NEEDHAM

1. SUMMARY

- 1.1 This information note is to update members of the Committee on the half year position in regards to the Comments, Compliments and Complaints (3Cs) for the Council and the Contractors that provide services on our behalf. This briefing note accompanies the 3Cs dashboards at Appendix A and B.

2. INFORMATION TO NOTE

- 2.1 3Cs, and in particular comments and complaints, have increased significantly during this six month period; the increase is attributed to the changes in the garden waste service and issues with the new waste and recycling contract. The table below gives a high level comparison of 3Cs for the same period of the last three years; this includes 3Cs received both at NHDC and by our contractors who provide key front line services on our behalf.

	Comments	Compliments	Complaints	Total
Apr 2018 - Sep 2018	755	294	1336	2385
Apr 2017 - Sep 2017	200	319	397	916
Apr 2016 - Sep 2016	114	214	373	701

- 2.2 The significant increase in 3Cs during this period related to the implementation of the new waste and recycling contract, including the introduction of the garden waste subscription service and weekly food collections. The new contract with Urbaser started in May and initial operational issues saw a huge increase in contact to the Council and Urbaser, along with an increase in comments and complaints. This matter has previously been considered by this Committee and has been the subject of reports to both Cabinet and Council. The volumes relating specifically to waste are shown below.

	Comments	Compliments	Complaints	Total
Apr 2018 - Sep 2018	552	34	1110	1696

- 2.3 The outgoing contractor Veolia did not provide their 3Cs data for April, therefore the data we have from Urbaser covers just the five month period of May to September.

The table below provides a breakdown of 3Cs by type and by service area.

	Comments	Compliments	Complaints	Service Totals	Area
Chief Executive	1	0	0	1	
Electoral Services	1	0	0	1	
Communication	1	0	0	1	
Customer Service Centre	4	6	6	16	
Grounds Maintenance	1	7	12	20	
Leisure	0	2	3	5	
Parking Services	1	0	7	8	
Parks & Open Spaces	1	1	2	4	
Waste Management	140	13	638	791	
Benefits	1	1	11	13	
Post & Administration	0	4	1	5	
Revenues Technical	2	0	1	3	
Revenues Billing & Recovery	2	3	8	13	
Careline	0	39	0	39	
Enforcement	0	0	1	1	
Environmental Health - Commercial	0	2	3	5	
Environmental Health - Protection	0	1	5	6	
Housing Needs	0	2	5	7	
Licensing & Enviro Crime	0	1	8	9	
Planning Control & Conservation	0	2	17	19	
Planning Policy	0	0	3	3	
NHDC totals	155	84	731	970	
Urbaser	412	21	472	905	
John O'Conner	0	0	14	14	
North Herts Leisure Centre	56	100	50	206	
Hitchin Leisure and Swim Centre	74	51	48	173	
Royston Leisure Centre	58	38	21	117	
Contractor Totals	600	210	605	1415	
COMBINED TOTALS	755	294	1336	2385	

- 2.4 The Local Government Ombudsman received three complaints during this period; two were relating to Planning and Development Control and were the same complaint from two customers, although the LGO decision was recorded as upheld – maladministration no injustice. Our own 3Cs process had already identified that an administrative error had occurred and been rectified. The LGO decision was as follows: *“A condition added to a planning permission was not necessary or relevant but this fault has not caused a significant enough injustice to warrant further investigation”*

The third case related to Benefits and was not investigated as it had not been through our own process.

3. NEXT STEPS

- 3.1 3Cs performance will continue to be monitored and reported to SMT quarterly and Overview and Scrutiny six monthly.

4. APPENDICES

- 4.1 Appendix A – 3Cs Dashboard
- 4.2 Appendix B – Waste only Dashboard
- 4.3 Appendix C – Social Media Analytics, to be presented by Sarah Kingsley.

5. CONTACT OFFICERS

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6. BACKGROUND PAPERS

- 6.1 None