

3Cs Performance Summary - 01 April 2018 – 31 March 2019



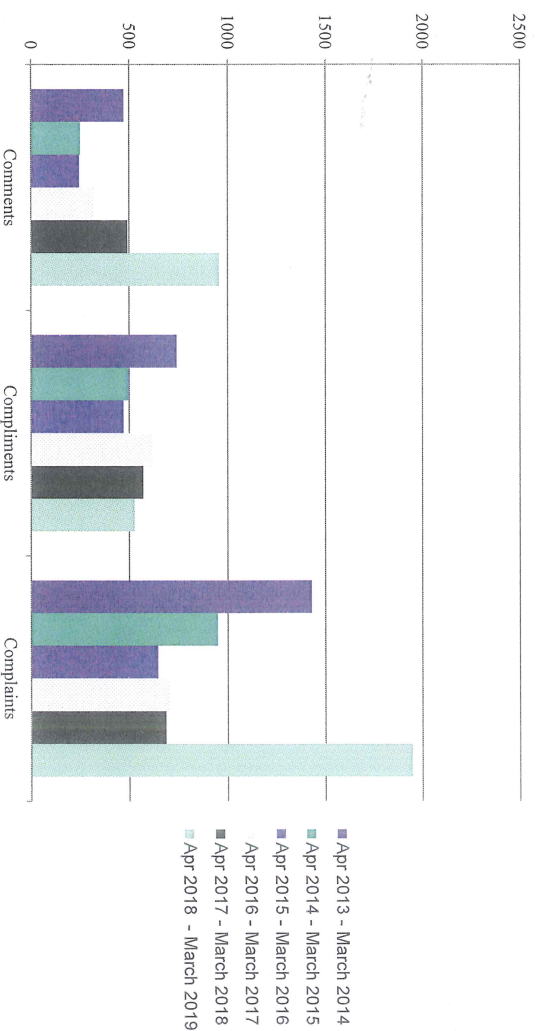
3CS RECEIVED DIRECTLY AT NHDC – ANNUAL COMPARISONS

	14/15	15/16	16/17	17/18	18/19
Number of Comments received	116	79	70	229	198
Number of compliments received	228	207	190	150	168
Number of complaints received	333	154	189	169	941
% resolved within 10 working days	73%	67%	61%	56%	48%
% of complaints justified	51%	42%	31%	36%	62%
Complaints received by the LGO	9	12	8	9	10

3CS RECEIVED BY OUR CONTRACTORS – ANNUAL COMPARISONS

	14/15	15/16	16/17	17/18	18/19	14/15	15/16	16/17	17/18	18/19
Complaints										
John O'Conner	63	46	52	13	15	0	0	0	0	1
Compliments										
Veolia / Urbaser	407	332	283	265	748	113	88	56	52	21
North Herts Leisure Centre	75	60	77	157	98	75	80	105	198	167
Hitchin Swim Centre & Archers	27	18	46	48	101	40	47	118	106	110
Royston Leisure Centre	44	34	55	34	44	39	48	141	65	58

3Cs annual comparisons - Combined totals NHDC & Contractors



Percentage of interactions resulting in a formal complaint

Contractor	Number of interactions / collections / visitors	% of interactions resulting in complaint
NHDC	303,606	0.3%
Veolia / Urbaser	5.1m	0.01%
North Herts Leisure Centre	535,227	0.02%
Hitchin Swim Centre & Archers	447,566	0.02%
Royston Leisure Centre	403,359	0.01%