

3Cs Performance Summary - 01 April 2019 – 30 September 2019



3CS RECEIVED DIRECTLY AT NHDC – 6 MONTHLY COMPARISONS

	2016 Apr - Sept	2017 Apr - Sept	2018 Apr - Sept	2019 Apr - Sept
Number of Comments received	42	67	155	31
Number of compliments received	101	71	84	66
Number of complaints received	126	85	731	176
% resolved within 10 working days	70%	68%	44%	73%
Complaints received by the LGO	3	6	3	3

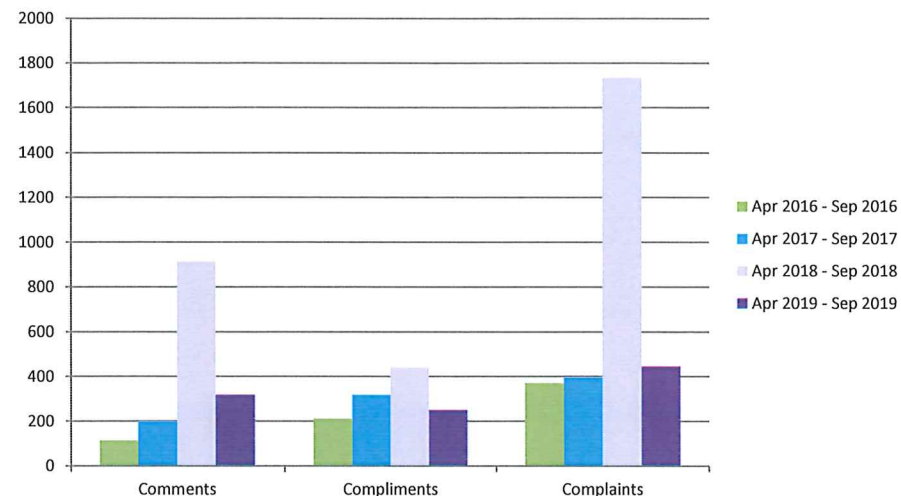
Contractor Complaints Data

	2016 Apr - Sept	2017 Apr - Sept	2018 Apr - Sept	2019 Apr - Sept
Number of Comments received	72	133	600	288
Number of Compliments received	113	248	210	185
Number of Complaints received	247	312	605	270

Combined Totals

	2016 Apr - Sept	2017 Apr - Sept	2018 Apr - Sept	2019 Apr - Sept
Number of Comments received	114	200	755	319
Number of Compliments received	214	319	294	251
Number of Complaints received	373	397	1336	446

Half Year Annual 3Cs comparisons NHDC & Contractor Combined 01 Apr- 30 Sept 2019



Local Government Ombudsman Complaint Decisions

Service Area (LGO Classification)	LGO Decision
Private Sector Housing	Upheld –maladministration and injustice £200.00 compensation
Planning Control	Draft decision being considered
Waste Management	Under investigation

Waste and Recycling Data (combined)

	Comments	Compliments	Complaints
April – September 19	16	6	118