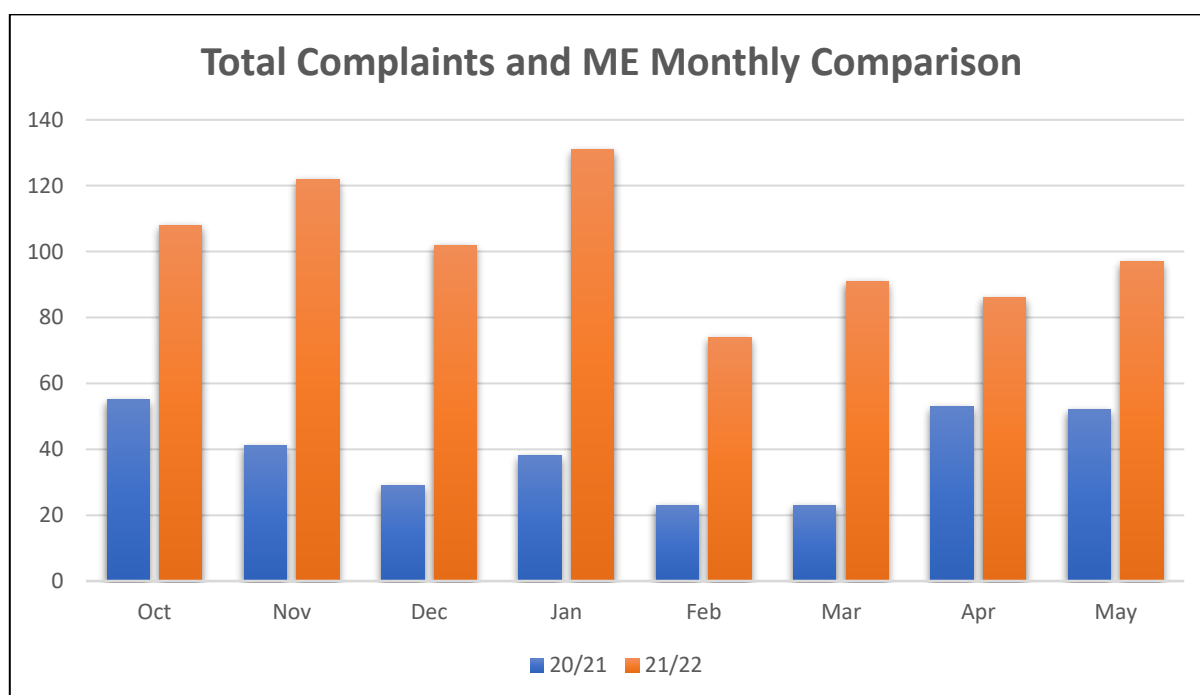


Appendix I - Complaints, MEs and Compliments

1. The table and graph below set out the combined total Complaints and MEs received for the Period October to May 20/21 against the same period 21/22. These figures exclude graffiti which is in a separate table.

Month received	2020/21*	2021/22
Oct	55	108
Nov	41	122
Dec	29	102
Jan	38	131
Feb	23	74
Mar	23	91
Apr	53	86
May	52	97
Total	314	811



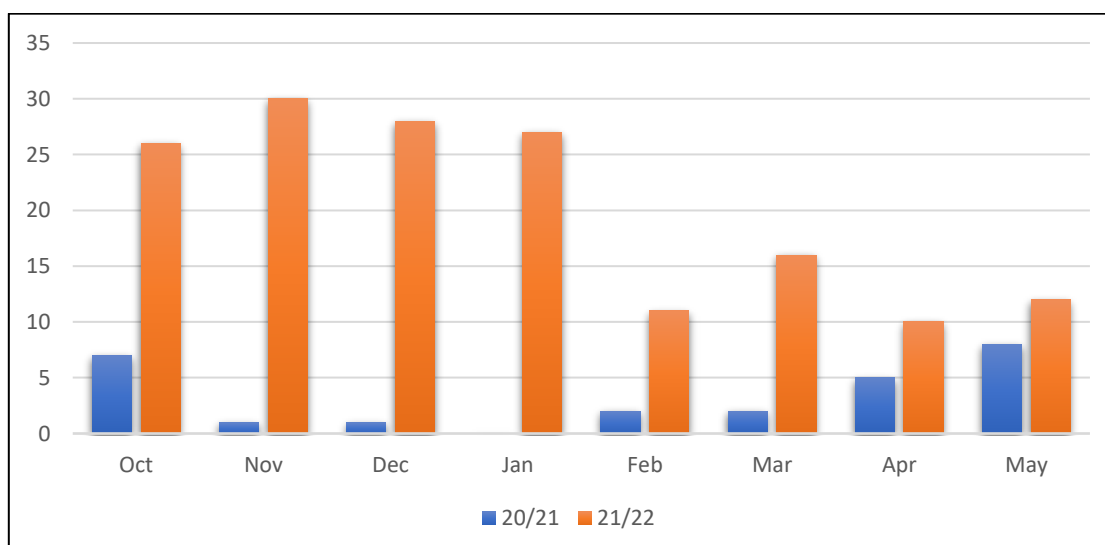
2. The table below provides a breakdown of what the complaints and MEs received between October and May were regarding. The table compares this against the same period with the previous contractor.

Classification	2020/21*	2021/22
Bins not returned	18	35
Assisted collection	3	8
Bin Chamber	1	2
Blocked drains and gullies	9	12
Bulky refuse collection	20	42
Christmas trees	4	3
Collection	75	213

Dog Fouling	5	10
Dumped rubbish	42	79
Envirocrime	2	0
Excess waste	3	5
Garden waste	13	14
Leaf Clearance	10	19
Litter bins	11	6
Other	30	101
Salt bins	1	3
Spilt oil/Paint	1	2
Street Champions	3	9
Street sweeping	26	160
Supply of bags/bins	29	58
Vale street	4	19
Weeds on pavement	4	3
Overhanging hedges	0	4
Public conveniences	0	4
Total	314	811

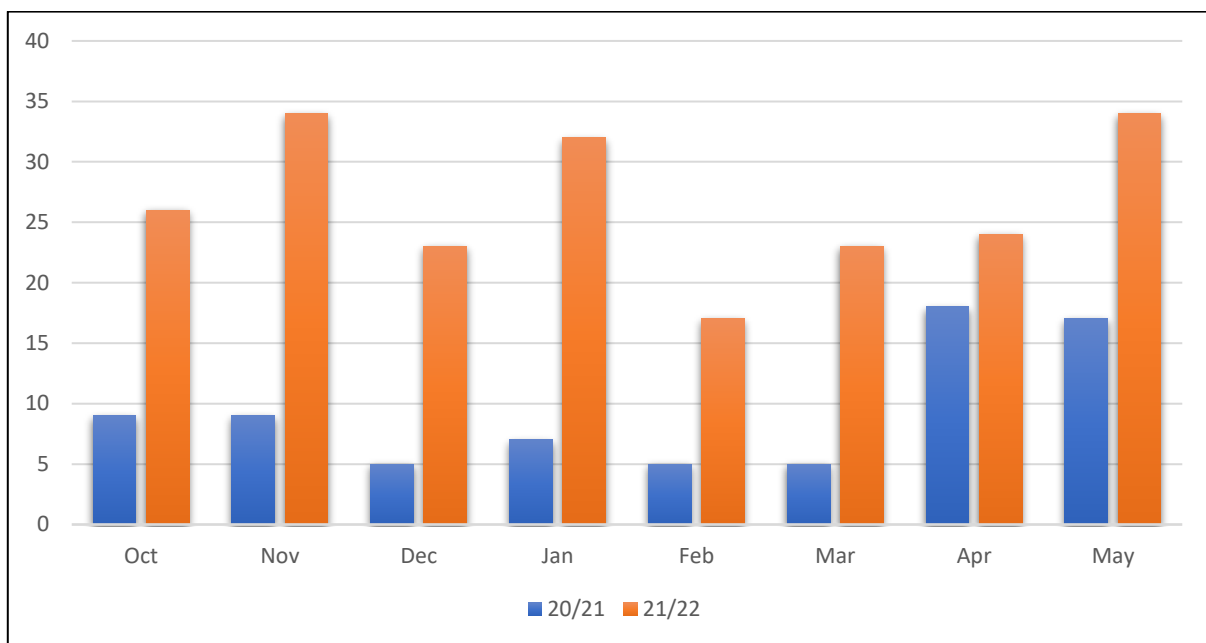
3. The Table and graph below set out street sweeping related complaints per month since the contract commenced, against the same period with the previous contractor.

Date	2020/21*	2021/22
Oct	7	26
Nov	1	30
Dec	1	28
Jan	0	27
Feb	2	11
Mar	2	16
Apr	5	10
May	8	12
Total	26	160



4. The table and graph below set out waste collection related complaints monthly since the contract commenced, against the same period with the previous contractor.

Date	2020/21*	2021/22
Oct	9	26
Nov	9	34
Dec	5	23
Jan	7	32
Feb	5	17
Mar	5	23
Apr	18	24
May	17	34
Total =	75	213



5. The tables below show the breakdown between Complaints and MEs received monthly since the start of the contract compared with the same period the previous year.

Month received	2020/21*	2021/22
Oct	32	67
Nov	18	81
Dec	14	71
Jan	21	91
Feb	15	54
Mar	15	58
Apr	31	54
May	35	81
Total	181	557

Month received	2020/21*	2021/22
Oct	23	41
Nov	23	41
Dec	15	31
Jan	17	40
Feb	8	20
Mar	8	33
Apr	22	32
May	17	16
Total	133	254

6. The table below shows the graffiti complaints received between October 2021 and May 2022, compared with the same period the previous year.

Complaints/ MEs received	2020/21*	2021/22
Oct	1	8
Nov	3	10
Dec	1	3
Jan	1	8
Feb	1	9
Mar	0	9
Apr	5	4
May	8	4
Total	20	55

**This period included times where a national lockdown was enacted, working from home was encouraged and footfall was lower than usual*