

Appendix 1: Cityclean customer feedback and contact

Table 1: missed collections, complaints and compliments

	Missed refuse collections	Missed recycling collections	Complaints	Compliments	Commentary
Quarter 3 2019/20	354	859	143	30	
Quarter 4 2019/20	395	1089	124	29	
Quarter 1 2020/21	532	1155	66	63	First lockdown. Refuse prioritised over recycling. One-third collections staff isolated in line with government announcements. Social distancing required in vehicles. Telephone line closed.
Quarter 2 2020/21	401	962	88	34	One-third collections staff isolated in line with government announcements. Social distancing required in vehicles. Telephone line closed.
Quarter 3 2020/21	367	742	68	34	Social distancing required in vehicles. Telephone line closed.
Quarter 4 2020/21	362	754	37	31	Social distancing required in vehicles. Telephone line closed.
Quarter 1 2021/22	259	659	69	39	Telephone line closed.
Quarter 2 2021/22	781	1367	123	25	Covid rates begin rising, requiring self-isolation. Ping-demic. Manual labour and HGV driver shortage. Difficult to get vehicle parts. Telephone line reopened 27 September 2021.
Quarter 3 2021/22	729	1188	103	27	Industrial action. Still high Covid rates. Manual labour and HGV driver shortage. Difficult to get vehicle parts.
Quarter 4 2021/22	651	1008	36	23	Restrictions removed; cases increase. Difficult to get agency staff due to high rates. HGV driver shortage. Difficult to get vehicle parts.

Table 2: number of contacts

	Number of telephone calls	Number of emails	Total number of contacts	Commentary
Quarter 3 2019/20	8372	4639	13011	
Quarter 4 2019/20	7834	5324	13158	
Quarter 1 2020/21		7674	7674	First lockdown. Refuse prioritised over recycling. One-third collections staff isolated in line with government announcements. Social distancing required in vehicles. Telephone line closed.
Quarter 2 2020/21		8965	8965	One-third collections staff isolated in line with government announcements. Social distancing required in vehicles. Telephone line closed.
Quarter 3 2020/21		7254	7254	Social distancing required in vehicles. Telephone line closed.
Quarter 4 2020/21		7121	7121	Social distancing required in vehicles. Telephone line closed.
Quarter 1 2021/22		8023	8023	Telephone line closed.
Quarter 2 2021/22	179	9648	9827	Covid rates begin rising, requiring self-isolation. Ping-demic. Manual labour and HGV driver shortage. Corresponding increased in reports of missed collections. Difficult to get vehicle parts. Telephone line reopened 27 September 2021.
Quarter 3 2021/22	2546	5598	8144	Industrial action. Still high Covid rates. Manual labour and HGV driver shortage. Difficult to get vehicle parts.
Quarter 4 2021/22	3226	5496	8722	Restrictions removed; cases increase. Difficult to get agency staff due to high rates. HGV driver shortage. Difficult to get vehicle parts.

Table 3: telephone performance following reopening of telephone line

Month	Average time to answer call	Average call length	Percentage of calls answered	Average abandon time	Percentage of calls abandoned
October 2021	1 min 59 sec	2 mins 39 sec	92.83%	3 mins 57 sec	7.17%
November 2021	1 min 23 sec	3 mins 15 sec	93.79%	2 mins 42 sec	6.21%
December 2021	31 sec	3 mins 23 sec	97.84%	1 min	2.16%
January 2022	24 sec	3 mins 21 sec	97.82%	1 min 57 sec	2.18%
February 2022	30 sec	2 mins 10 sec	97.34%	1 min 47 sec	2.66%
March 2022	42 sec	2 mins 54 sec	96.69%	1 min 16 sec	3.31%

Table 4: complaints by service area¹

	Q3 2019/20	Q4 2019/20	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22
Garden waste collection missed	2	4	2	8	6	5	9	16	9	3
Recycling collection missed	24	76	16	15	7	12	15	40	14	3
Refuse collection missed	18	36	19	13	14	12	9	40	31	5
Street cleaning not done	7	3	1	1	4	1	1	10	3	1
Failure to take action	2	0	0	1	1	2	0	0	0	0

¹ Totals do not add up to table 1 as not all categories are included.

