

Appendix 2: Cityclean customer feedback and contact

Table 1: missed collections, complaints and compliments

	Missed refuse collections ¹	Missed recycling collections ²	Complaints	Compliments	Commentary
Quarter 3 2019/20	354 equivalent to 99.65% collected on time	852 equivalent to 99.15% collected on time	143	30	
Quarter 4 2019/20	395 equivalent to 99.61% collected on time	1089 equivalent to 98.91% collected on time	124	29	
Quarter 1 2020/21	532 equivalent to 99.47% collected on time	1155 equivalent to 98.85% collected on time	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 equivalent to 99.60% collected on time	962 equivalent to 99.04% collected on time	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 equivalent to 99.63% collected on time	742 equivalent to 99.26% collected on time	68	34	Social distancing required in vehicles. Telephone line closed.
Quarter 4 2020/21	362 equivalent to 99.64% collected on time	754 equivalent to 99.25% collected on time	37	31	Social distancing required in vehicles. Telephone line closed.
Quarter 1 2021/22	259	659	69	39	Telephone line closed.

¹ Per 100,000 collections

² Per 100,000 collections

	Missed refuse collections ¹	Missed recycling collections ²	Complaints	Compliments	Commentary
	equivalent to 99.74% collected on time	equivalent to 99.34% collected on time			
Quarter 2 2021/22	781 equivalent to 99.22% collected on time	1367 equivalent to 98.63% collected on time	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 equivalent to 99.27% collected on time	1188 equivalent to 98.81% collected on time	103	27	Industrial action. Still high Covid rates. Manual labour and HGV driver shortage. Difficult to get vehicle parts.
Quarter 4 2021/22	651 equivalent to 99.34% collected on time	1008 equivalent to 98.99% collected on time	36	23	Restrictions removed; cases increase.
Quarter 1 2022/23	467 equivalent to 99.53% collected on time	400 equivalent to 99.60% collected on time	74	20	Difficult to get agency staff due to high rates. HGV driver shortage. Difficult to get vehicle parts.
Quarter 2 2022/23	537 equivalent to 99.46% collected on time	591 equivalent to 99.41% collected on time	139	30	HGV driver shortage. Summer holidays; more staff on annual leave. Higher rates of driver/operative sickness (including Covid) during this period and agency drivers less familiar with collection areas resulting in additional missed collections. Ongoing difficulty in getting 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	

	Number of telephone calls	Number of emails	Total number of contacts	Commentary
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.
Quarter 1 2022/23	1749	6025	7774	Difficult to get agency staff due to high rates. HGV driver shortage. Difficult to get vehicle parts.
Quarter 2 2022/23	2110	6594	8704	HGV driver shortage. Summer holidays; more staff on annual leave. Higher rates of driver/operative sickness (including Covid) during this period and agency drivers less familiar with collection areas resulting in additional missed collections. Ongoing difficulty in getting 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
March 2022	1 min 5 sec	4 min 2 sec	85.1	53 sec	14.9
April 2022	2 min 3 sec	3 min 52 sec	86.02	51 sec	13.98
May 2022	3 min 8 sec	4 min 47 sec	86.77	52 sec	13.23
June 2022	2 min 8 sec	4 min 46 sec	87.61	48 sec	12.39
July 2022	3 min 15 sec	6 min 18 sec	85.52	48 sec	14.48
Aug 2022	3 min 56 sec	6 min 22 sec	91.94	32 sec	8.06

Table 4: complaints by service area³

	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23
Garden waste collection missed	2	8	6	5	9	16	9	3	TBC	22
Recycling collection missed	16	15	7	12	15	40	14	3	TBC	25
Refuse collection missed	19	13	14	12	9	40	31	5	TBC	58
Street cleaning not done	1	1	4	1	1	10	3	1	TBC	16
Failure to take action	0	1	1	2	0	0	0	0	TBC	4

³ Totals do not add up to table 1 as not all categories are included.