

Appendix A

Table 1 showing complaints received

Period	2016-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	2017-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	2018-19
Received: Stage 1	458	24	25	37	32	25	29	38	25	26	39	35	26	361	27	26	20	23	32	128
Stage 2	19	3	2	2	4	4	2	1	6		4	3	3	34	3	4	2		1	10
Informal	2													0	1	2	1		5	9
Enquiry														0				2	1	3
	479	27	27	39	36	29	31	39	31	26	43	38	29	395	31	32	23	25	39	150
Incomplete	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Complete	479	27	27	39	36	29	31	39	31	26	43	38	29	395	31	32	23	25	39	150
Within SLA	413	24	25	37	31	29	29	38	31	26	41	37	28	376	30	32	23	25	39	149
	86%	89%	93%	95%	86%	100%	94%	97%	100%	100%	95%	97%	97%	95%	97%	100%	100%	100%	100%	99%
Outside SLA	66	3	2	2	5	0	2	1	0	0	2	1	1	19	1	0	0	0	0	1
	14%	11%	7%	5%	14%	0%	6%	3%	0%	0%	5%	3%	3%	5%	3%	0%	0%	0%	0%	1%
Average working days to complete	7.6	5.3	3.6	4.8	6.1	4.6	4.4	5.7	5.2	5.7	3.7	3.8	5.1	4.8	3.5	3.1	3.4	3.5	3.8	3.5
Outcome - Upheld																				
Yes	248	14	12	22	17	21	14	26	21	12	20	14	16	209	17	19	10	14	24	84
Partial	34	4					2						1	7		4	1			5
No	160	9	12	16	17	6	14	13	9	11	19	15	11	152	13	9	11	7	9	49
Withdrawn	2											1		1	1			2	1	4
Reallocated	35		3	1	2	2	1		1	3	4	8	1	26			1	2	3	6
Not Completed	0													0						0
Reject																			2	2
	479	27	27	39	36	29	31	39	31	26	43	38	29	395	31	32	23	25	39	150
Upheld or partially upheld	59%	67%	44%	56%	47%	72%	52%	67%	68%	46%	47%	37%	59%	55%	55%	72%	48%	56%	62%	59%
Average number of complaints received per month														33						30
Comments																				
·	August complaints increased by 56% to 39 compared to 25 in July.																			
·	Missed collection related complaints increased by 7 (15) compared to last month's (8). This reflects the high number of Missed Collection CRMs in July.																			
·	Average number of complaints received per month this year (2018/19) is 30 compared to 33 in 2017/18.																			
·	99% (2018/19) were completed within the target period compared to 95% last year (2017/18)																			
·	The average number of days to complete a complaint this year is 3.5 compared to 4.8 last year (2017/18).																			
·	59% (2018/19) were upheld compared to 55% last year (2017/18).																			
·	In the period 62% of the 39 complaints received were upheld.																			
·	Number of complaints per month by ward shows a range of between 0 and 4 (Cheetham).																			

Table 2 Provides an overview of the number of days a customer waits for a bulky waste removal appointment from request (SLA within 10 working days)

	Waiting Days - w/c Booked Date																							
Bulky Group	Ward	26-Mar	02-Apr	09-Apr	16-Apr	23-Apr	30-Apr	07-May	14-May	21-May	28-May	04-Jun	11-Jun	18-Jun	25-Jun	02-Jul	09-Jul	16-Jul	23-Jul	30-Jul	06-Aug	13-Aug	20-Aug	27-Aug
Wythenshawe	Baguley	3.0	5.1	4.1	4.9	4.0	4.2	4.0	4.2	4.2	4.0	5.2	4.6	4.8	4.3	4.1	3.7	4.6	4.9	4.4	4.6	4.9	3.2	3.1
	Brooklands	2.5	5.1	4.4	4.6	3.7	3.4	3.8	4.3	4.3	4.5	5.1	3.9	4.2	4.5	4.1	4.4	4.8	4.7	4.4	5.4	4.0	4.2	4.4
	Northenden	3.9	4.3	3.6	5.0	4.7	4.9	4.2	4.5	3.8	4.2	4.3	4.5	4.7	5.0	4.9	4.5	4.8	5.0	4.6	4.9	4.2	3.6	4.3
	Sharston	3.3	4.0	4.3	4.1	4.3	4.6	3.8	4.3	4.4	4.3	4.0	4.1	4.0	4.3	4.2	4.4	4.1	4.6	3.5	4.9	5.0	3.4	4.3
	Airport (Woodhouse Park)	3.4	3.7	4.4	4.3	4.2	4.8	3.9	4.2	3.9	4.5	4.0	4.7	3.6	4.5	4.4	3.9	4.1	4.8	4.9	5.0	4.3	3.5	3.8
Wythenshawe Total		3.2	4.4	4.1	4.6	4.2	4.4	3.9	4.3	4.1	4.3	4.5	4.4	4.3	4.5	4.4	4.2	4.5	4.8	4.4	5.0	4.5	3.6	4.0
South	Chorlton	2.9	3.7	4.0	5.2	4.3	2.8	3.4	4.2	3.9	4.2	4.8	5.3	4.3	4.7	4.8	6.6	6.6	6.9	5.2	5.0	5.0	4.6	5.3
	Chorlton Park	3.1	4.2	3.6	4.1	3.7	2.6	3.3	3.7	3.3	4.0	4.9	4.1	4.2	4.9	5.4	6.2	6.4	7.3	4.9	6.0	4.9	3.8	5.0
	Didsbury East	3.3	3.9	4.2	4.6	4.2	3.3	4.8	5.1	3.3	4.3	4.4	4.2	4.8	4.1	5.6	5.3	6.0	5.7	5.4	4.9	4.6	3.5	4.6
	Didsbury West	3.6	4.9	4.2	4.2	3.2	2.8	3.8	3.2	3.3	3.1	4.1	4.5	3.7	5.4	5.9	5.8	6.1	6.6	5.5	4.8	5.8	3.4	5.9
	Old Moat	3.1	3.8	4.6	3.9	4.6	3.0	3.4	4.3	3.5	4.3	5.3	4.4	4.3	4.9	5.7	6.2	6.1	7.7	5.0	5.9	6.4	3.8	5.4
	Whalley Range	3.4	4.0	4.8	4.5	4.1	3.7	3.9	4.3	3.2	3.5	4.4	4.6	4.1	4.3	4.9	6.8	5.8	7.2	5.6	5.7	4.5	4.9	5.7
	Withington	1.5	4.6	4.5	4.6	4.1	3.6	3.4	3.4	3.2	3.4	5.2	4.3	4.4	5.2	6.0	5.4	6.8	8.0	5.4	5.4	4.6	4.4	5.1
South Total		3.0	4.2	4.3	4.4	4.0	3.1	3.7	4.0	3.4	3.9	4.7	4.5	4.3	4.8	5.5	6.0	6.2	7.0	5.3	5.4	5.1	4.1	5.3
Centre	Ardwick	3.9	5.2	5.3	4.2	5.1	4.0	5.0	4.7	3.2	5.2	5.5	3.6	3.8	4.1	5.6	7.6	5.5	7.9	6.1	8.2	6.4	4.6	6.4
	Cheetham	3.2	4.5	5.0	4.4	5.0	3.6	5.2	4.7	3.6	4.8	4.3	3.8	3.4	4.1	5.7	7.3	7.2	7.4	7.0	8.5	6.4	4.6	5.9
	Deansgate				4.3	4.6	2.8	5.3	6.7	4.1	5.1	4.4	4.8	3.7	3.9	5.8	7.0	7.4	7.9	7.8	7.1	5.7	3.0	7.3
	Harpurhey	3.6	4.5	5.2	4.4	4.6	3.4	5.2	4.4	3.9	5.2	4.4	5.3	3.8	3.7	5.9	7.0	6.5	7.5	7.4	8.2	6.8	4.1	6.1
	Hulme	4.0	4.5	5.2	4.1	6.1	3.5	3.8	4.6	3.1	4.6	4.0	5.7	4.1	4.3	6.7	6.8	6.2	7.7	6.0	7.6	6.9	6.0	5.9
	Miles Platting and NH	3.2	4.7	5.4	5.2	4.5	3.5	4.8	5.6	3.1	4.7	3.9	4.4	3.6	4.1	5.7	7.2	6.3	6.8	6.3	8.0	5.2	4.8	6.6
	Moss Side	3.1	4.6	4.7	4.6	4.0	3.9	4.6	5.1	3.6	4.6	4.2	4.9	3.7	3.4	5.2	6.2	6.1	7.3	7.5	6.4	6.7	5.0	5.9
	Piccadilly				3.0	4.0	4.5	4.2	5.3	4.3	5.9	4.1	5.6	5.3	4.9	5.7	8.8	8.4	8.0	6.8	6.2	5.7	6.4	6.3
Centre Total		3.5	4.6	4.9	4.3	4.7	3.6	4.8	5.1	3.6	5.0	4.4	4.8	3.9	4.1	5.8	7.2	6.7	7.6	6.9	7.5	6.2	4.8	6.3
East	Burnage	3.5	4.2	4.4	3.8	4.2	3.7	4.5	4.7	3.4	3.9	4.1	4.5	4.3	3.8	4.2	4.5	5.0	4.9	5.3	4.1	4.6	4.7	4.4
	Fallowfield	3.6	4.1	4.2	4.0	4.6	3.0	3.3	4.8	3.0	4.2	3.8	4.1	3.6	4.1	4.3	5.5	5.8	5.3	5.2	4.6	5.0	4.7	5.1
	Gorton & Abbey Hey				3.9	4.3	3.1	3.9	4.6	3.7	4.6	4.1	4.7	4.8	4.0	4.2	3.9	5.7	5.3	5.0	4.5	6.1	5.2	5.6
	Levenshulme	3.9	4.8	4.4	4.9	4.3	3.5	4.2	3.9	3.1	3.1	2.9	3.9	3.5	5.1	4.6	4.4	4.1	5.0	4.9	4.8	6.3	4.8	5.8
	Longsight	3.5	4.4	4.4	4.4	5.0	3.2	4.3	4.4	4.2	4.4	4.2	4.1	4.8	4.0	4.0	3.6	4.8	5.9	5.4	4.1	5.7	3.8	3.9
	Rusholme	3.8	4.5	4.8	4.8	4.1	3.6	4.7	4.0	3.1	4.1	4.3	3.9	3.3	3.8	5.1	4.7	5.2	5.5	5.8	4.1	4.8	4.3	4.6
East Total		3.6	4.4	4.3	4.3	4.4	3.4	4.1	4.4	3.4	4.0	3.9	4.2	4.1	4.1	4.4	4.4	5.1	5.3	5.3	4.4	5.4	4.6	4.9
North	Ancoats & Beswick				4.3	5.2	3.7	3.5	4.3	4.5	3.8	5.2	6.4	5.9	4.9	5.9	7.1	6.4	8.0	7.3	5.2	6.5	5.9	6.2
	Charlestown	4.4	5.1	5.9	4.7	4.1	3.4	4.5	5.1	4.0	4.8	5.2	5.1	5.1	5.4	5.3	6.3	6.6	7.9	6.9	6.6	6.0	5.2	6.8
	Clayton & Openshaw				4.9	4.2	3.5	3.8	4.3	4.4	4.1	5.0	4.8	4.3	4.9	5.1	6.0	6.4	7.0	6.5	5.8	6.8	5.0	5.2
	Crumpsall	5.1	5.7	5.1	5.0	4.8	4.2	4.7	4.4	3.9	4.4	4.6	5.6	4.9	4.4	6.3	6.1	6.5	7.5	5.9	5.4	5.7	5.3	5.8
	Higher Blackley	6.0	5.3	5.8	5.0	4.9	4.2	5.0	5.1	5.5	4.6	4.6	4.9	5.5	5.1	5.7	6.0	6.8	7.3	6.6	6.1	6.1	5.4	5.7
	Moston	6.2	5.2	5.9	4.7	4.1	3.7	4.8	4.9	3.7	4.0	4.4	4.8	5.0	4.6	4.8	6.9	6.7	7.3	6.6	6.6	6.6	6.6	6.6
North Total		5.4	5.3	5.6	4.8	4.5	3.8	4.4	4.7	4.3	4.3	4.8	5.3	5.1	4.9	5.5	6.4	6.6	7.5	6.7	5.8	6.2	5.6	6.0
Grand Total		3.7	4.6	4.7	4.5	4.4	3.7	4.3	4.5	3.7	4.4	4.5	4.6	4.3	4.5	5.2	5.7	5.9	6.6	5.7	5.7	5.5	4.6	5.3

Aug-18		Land Type All				Land Type DC/NC & City Centre				Land Type Residential			
DAY OF CLEANSE INSPECTIONS		Grades				Grades				Grades			
		Count	A & B+	B	B-, C & D	Count	A & B+	B	B-, C & D	Count	A & B+	B	B-, C & D
North	Ancoats & Clayton	110	50.9%	49.1%	0.0%	24	54.2%	45.8%	0.0%	86	50.0%	50.0%	0.0%
	Ardwick	66	51.5%	48.5%	0.0%	22	31.8%	68.2%	0.0%	44	61.4%	38.6%	0.0%
	Bradford	112	51.8%	47.3%	0.9%	28	57.1%	42.9%	0.0%	84	50.0%	48.8%	1.2%
	Charlestown	66	42.4%	57.6%	0.0%	22	9.1%	90.9%	0.0%	44	59.1%	40.9%	0.0%
	Cheetham Hill	60	53.3%	46.7%	0.0%	20	35.0%	65.0%	0.0%	40	62.5%	37.5%	0.0%
	Crumpsall	66	39.4%	60.6%	0.0%	22	22.7%	77.3%	0.0%	44	47.7%	52.3%	0.0%
	Gorton North	140	57.9%	42.1%	0.0%	32	87.5%	12.5%	0.0%	108	49.1%	50.9%	0.0%
	Gorton South	66	43.9%	56.1%	0.0%	22	22.7%	77.3%	0.0%	44	54.5%	45.5%	0.0%
	Harpurhey	60	58.3%	41.7%	0.0%	20	25.0%	75.0%	0.0%	40	75.0%	25.0%	0.0%
	Higher Blackley	60	63.3%	36.7%	0.0%	22	36.4%	63.6%	0.0%	38	78.9%	21.1%	0.0%
	Hulme	66	47.0%	53.0%	0.0%	22	36.4%	63.6%	0.0%	44	52.3%	47.7%	0.0%
	Longsight	60	13.3%	86.7%	0.0%	20	10.0%	90.0%	0.0%	40	15.0%	85.0%	0.0%
	Miles Platting & Newton Heath	128	56.3%	43.8%	0.0%	30	76.7%	23.3%	0.0%	98	50.0%	50.0%	0.0%
	Moss Side	60	23.3%	76.7%	0.0%	20	40.0%	60.0%	0.0%	40	15.0%	85.0%	0.0%
	Moston	66	72.7%	27.3%	0.0%	22	68.2%	31.8%	0.0%	44	75.0%	25.0%	0.0%
	Rusholme	60	28.3%	71.7%	0.0%	20	50.0%	50.0%	0.0%	40	17.5%	82.5%	0.0%
	Total	1246	48.7%	51.2%	0.1%	368	44.0%	56.0%	0.0%	878	50.7%	49.2%	0.1%
CC	CC - Chinatown	176	59.1%	39.8%	1.1%	176	59.1%	39.8%	1.1%	0			
	CC - Commercial	704	94.5%	5.3%	0.3%	704	94.5%	5.3%	0.3%	0			
	CC - N.Quarter	0				0				0			
	CC - Picc Gdns	88	62.5%	36.4%	1.1%	88	62.5%	36.4%	1.1%	0			
	CC - Picc Trading	88	52.3%	47.7%	0.0%	88	52.3%	47.7%	0.0%	0			
	CC - South Gateway	174	78.7%	21.3%	0.0%	174	78.7%	21.3%	0.0%	0			
	CC - Village	84	54.8%	42.9%	2.4%	84	54.8%	42.9%	2.4%	0			
	Total	1314	80.1%	19.3%	0.5%	1314	80.1%	19.3%	0.5%	0			
South	Baguley	20	65.0%	35.0%	0.0%	0				20	65.0%	35.0%	0.0%
	Brooklands	40	80.0%	20.0%	0.0%	0				40	80.0%	20.0%	0.0%
	Burnage	20	80.0%	20.0%	0.0%	0				20	80.0%	20.0%	0.0%
	Chorlton	44	81.8%	18.2%	0.0%	4	75.0%	25.0%	0.0%	40	82.5%	17.5%	0.0%
	Chorlton Park	24	91.7%	8.3%	0.0%	4	100.0%	0.0%	0.0%	20	90.0%	10.0%	0.0%
	Didsbury East	20	65.0%	35.0%	0.0%	0				20	65.0%	35.0%	0.0%
	Didsbury West	40	72.5%	27.5%	0.0%	0				40	72.5%	27.5%	0.0%
	Fallowfield	40	65.0%	35.0%	0.0%	0				40	65.0%	35.0%	0.0%
	Levenshulme	20	90.0%	10.0%	0.0%	2	50.0%	50.0%	0.0%	18	94.4%	5.6%	0.0%
	Northenden	56	82.1%	17.9%	0.0%	16	87.5%	12.5%	0.0%	40	80.0%	20.0%	0.0%
	Old Moat	20	85.0%	15.0%	0.0%	0				20	85.0%	15.0%	0.0%
	Sharston	20	85.0%	15.0%	0.0%	0				20	85.0%	15.0%	0.0%
	Whalley Range	40	60.0%	40.0%	0.0%	0				40	60.0%	40.0%	0.0%
	Withington	40	72.5%	27.5%	0.0%	0				40	72.5%	27.5%	0.0%
	Woodhouse Park	30	63.3%	36.7%	0.0%	2	100.0%	0.0%	0.0%	28	60.7%	39.3%	0.0%
	Total	474	75.3%	24.7%	0.0%	28	85.7%	14.3%	0.0%	446	74.7%	25.3%	0.0%
Grand Total		3034	66.5%	33.3%	0.3%	1710	72.5%	27.1%	0.4%	1324	58.8%	41.2%	0.1%

SLA Achievement by Month		Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18
Street Cleansing	Pass	720	669	729	778	706	933	790	930	795	728	777	874	870
	Fail	3	6		8	15	131	103	71	91	76	94	81	83
		723	675	729	786	721	1064	893	1001	886	804	871	955	953
	Pass	99.6%	99.1%	100.0%	99.0%	97.9%	87.7%	88.5%	92.9%	89.7%	90.5%	89.2%	91.5%	91.3%
Fly Tip Removal	Pass	2408	2034	2283	2361	1773	2407	2201	2132	2473	2360	2445	2438	2454
	Fail	4	4	11	17	7	16	7	67	47	103	112	129	59
		2412	2038	2294	2378	1780	2423	2208	2199	2520	2463	2557	2567	2513
	Pass	99.8%	99.8%	99.5%	99.3%	99.6%	99.3%	99.7%	97.0%	98.1%	95.8%	95.6%	95.0%	97.7%
Graffiti	Pass	174	243	310	253	167	235	226	295	221	318	301	216	201
	Fail			1			9	23	9	5	31	18	17	11
		174	243	311	253	167	244	249	304	226	349	319	233	212
	Pass	100.0%	100.0%	99.7%	100.0%	100.0%	96.3%	90.8%	97.0%	97.8%	91.1%	94.4%	92.7%	94.8%
Dead Animal	Pass	76	68	92	49	57	55	44	48	91	75	78	74	73
	Fail		3		3	1	14	2	10	8	7	8	10	4
		76	71	92	52	58	69	46	58	99	82	86	84	77
	Pass	100.0%	95.8%	100.0%	94.2%	98.3%	79.7%	95.7%	82.8%	91.9%	91.5%	90.7%	88.1%	94.8%
Fly Posting	Pass	7	8	5	8	7	8	22	14	4	9	2	3	4
	Fail											2		
		7	8	5	8	7	8	22	14	4	9	4	3	4
	Pass	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	50.0%	100.0%	100.0%
Litter Bin	Pass	11	14	20	17	14	9	4	8	18	12	23	25	20
	Fail						7	6	5	4	11	9	8	5
		11	14	20	17	14	16	10	13	22	23	32	33	25
	Pass	100.0%	100.0%	100.0%	100.0%	100.0%	56.3%	40.0%	61.5%	81.8%	52.2%	71.9%	75.8%	80.0%
		Issues closing down SMT01 jobs at the beginning of December - system/in-cab?												
		Increase in failures following SLA changes; majority of failures on 12 hour jobs.												
		The count of 99 includes 35 duplicates including one dead badger that was reported 7 times.												
		Failure count before mitigation .												
		Restatement of failures following change of SLA to exactly 5 days on Fly Tip Clearance jobs												
		Increase in month due to Student/Landlord issues putting creating additional work												