

Appendix D - Complaints and Compliments registered by Peterborough Limited 2023-24

Part A – Aragon Services - Stage 1 Complaints

	2022-23 Figures			2023-24 Figures		
Peterborough Limited T/A Aragon	Complaint No. Received	Justified %	Number Escalated	Complaint No. Received	Justified %	Number Escalated
Property	10	10%	0	8	87.5%	0
Transport	3	33.33%	0	2	50%	1
Grounds	77	28.57%	1	119	31.1%	4
Building Cleaning	3	33.33%	0	2	0%	0
Street Cleansing	42	19.04%	0	33	57.6%	1
Refuse and Recycling	1632	18.81%	20	1953	46.6%	66
TOTALS	1767	19.5%	21	2117	46%	72

Performance

Stage 1 performance shows 76.1% responded to within 15 working days.

Part A – Aragon Services Stage 2

For 2023-24, Aragon have provided data on complaints that go to stage 2. The detail is as follows:-

	2023/24 figures	
Peterborough Limited T/A Aragon	Number Escalated	Number Justified
Property	0	0
Transport	1	0
Grounds	4	1
Building Cleaning	0	0
Street Cleansing	1	0
Refuse and Recycling	66	23
TOTALS	72	24 (33%)

Performance at Stage 2

Stage 2 performance shows 25% responded to within 15 working days

Part A – Aragon

Comparison to previous year's figures

Complaint Volumes have increased by 19.75%

Complaints where fault is found (Justified) have increased from 19.5% to 46%

Complaint performance has decreased

Complaint Escalation to Stage 2 has increased

Service Improvements

- Increased spare parts stock holding
- Additional Tool Box Talks and customer care training undertaken and where staff did not comply with training appropriate disciplinary measures were taken
- Bartec system errors identified and corrected
- Increase in ability to recruit higher quality driver candidates
- Joint approach to deal with separating policy from procedure to give greater clarity to the customers

Aragon Compliments

There were 115 compliments received by the service in 2023-24

Examples

- The Refuse team that empty his bins in all weathers and are superb and want to thank them.
- Resident has emailed as follows: Thank you for your prompt attention to the three lots of fly tipping on the A47 slip road from Peterborough to Castor. I saw the team attending to it this morning.
- Customer called to compliment the street cleaner in The Orchards, Orton and said he did a very good job and tried hard to get every part. The customer said that should be very proud of him and wanted to let him know.
- Just to let you know: we received the bin today. Your people were very professional, and I thank you all for being so.
- I hope this message finds you well. I am writing to express my heartfelt gratitude for the recent initiative to plant new trees in our street. The addition of greenery not only enhances the natural beauty of our surroundings but also contributes significantly to the well-being of our environment

Part B – Vivacity Services stage 1 Complaints

	2022/23 Figures			2023/24 Figures		
Peterborough Limited T/A Vivacity	Complaint No. Received	Justified %	Number Escalated	Complaint No. Received	Justified %	Number Escalated
Sports	121	96.69%	0	163		11
Libraries	2	100%	0	4		2
TOTALS	123	96.7%	0	167	71.9%	13

Performance at Stage 1

Stage 1 performance shows 70.7% responded to within 15 working days.

Part B – Vivacity Services stage 2

Peterborough Limited T/A Vivacity	Number Escalated	Number Justified
TOTALS	13	1 (7.6%)

Performance at Stage 2

Stage 2 performance shows 61.5% responded to within 15 working days.

Part B – Vivacity

Comparison to previous year's figures

Complaint Volumes have increased by 35%

Complaints where fault is found (Justified) have decreased from 96.7% to 71.9%

Complaint performance has decreased

Complaint Escalation to Stage 2 has increased

Service Improvements

Additional training has been provided to Duty Managers to ensure resolution timescales are met

The Leisure Service have introduced The Retention Peoples (TRP) Net promoter score feedback channel. TRP enables members to proactively provide feedback on all services. The introduction of TRP has enabled the Operations teams to proactively monitor and action any trending complaints or concerns across the service.

As a result of the RFSC closure, Vivacity have secured a hire agreement with the Stanground Academy to enable the continued operation of the RFSC swim academy albeit only at the weekends. Further conversations are being held about the longer term use of Stanground as an alternative for RFSC.

Vivacity Premier Fitness in Hampton has undergone a £400k refurbishment programme of the gym and studios. The previous gym hadn't been updated since 2018 and some of the equipment dated back to 2014. This led to higher levels of complaints around the quality and maintenance of the equipment.

Vivacity Compliments

There were 14 compliments received by the service in 2023-24

Examples

- If you have an 'Employee of the Year' or other such award I would like to nominate xxx, who drives the Mobile Library bus and also works in Werrington Library. They are always very helpful and polite, and this week went to a great deal of trouble locating some maps which had been mislaid and which I needed next week. Excellent service.
- I just wanted to say a huge thank you to xxx, who gave me my lifestyle induction today. I have never been to a gym before and it all felt quite daunting, but xxx made me feel at ease straight away and by the end of the session I was looking forward to returning tomorrow! Thank you xxx, for your kindness, support and enthusiasm. Top job!
- Can I ask that you pass on my thanks to all the team involved with keeping our swim offer on track during these challenging times? Making the Lido available for an extended season during the closure of the Regional Pool and securing use of Stanground Sports Centre for Swim Academy members, Vivacity Gold members and the general public is so important and really appreciated. We are of course all hopeful of positive news regarding the reopening of the Regional Pool. Thanks again to all members of your team for their sterling efforts.
- I just wanted to say thank you to you and your team again for the brilliant and caring way you all responded to the accident on the bouncy castle this afternoon; it was really appreciated! I know you'll all be working through half term, but I hope you get some time to recharge and recuperate too!

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