

Appendix A  
 Compensation payments 2020/2021

Complaint Stage comp was awarded	Amount	Service	Description	
LGO	300	Housing Benefits	communication and advice given	
S1	108.3	OPS	Recyclers left broken glass that punctured customer's tyre	
S1	30.78	OPS	Missed trade waste collections	
S1	21	OPS	Bulky waste refund	purchased gift card
S1	36	OPS	Missed garden waste collections	
S1		Planning	Not managed planning application appropriately	This has been referred to our insurers.
S1	36	OPS	Refund as we didn't transfer her garden waste permit	
S1	10	OPS	Over charged for garden waste permit	purchased gift card
S1	3	OPS	Delay in delivering garden waste bin	
S1	50	OPS	Refuse crew threw away their personal belongings	
Total	595.08			