

## APPENDIX B – BREAKDOWN OF 3CS BY SERVICE

	Comments	Compliments	Complaints
Chief Executive	0	0	0
Committee and Member Services	0	0	0
Electoral Services	0	1	3
Communications	1	0	0
Customer Service Centre	1	6	1
IT	0	1	0
Grounds Maintenance	0	1	0
Leisure	1	0	2
Parking Services	3	0	15
Property Services	1	0	0
Parks and Open Spaces	2	19	6
Waste Management	21	27	163
Benefits	2	2	12
Community Development	0	0	0
Post & Admin (MSU)	0	6	0
Revenue Technical	2	0	1
Revenues Billing & Recovery	4	11	25
Careline	0	72	2
Community Safety	0	0	4
Enforcement / Environmental Crime	0	2	1
Environmental Health Commercial	0	0	3
Environmental Protection	0	0	4
Hitchin Town Hall	2	0	1
Markets	1	0	0
Housing Needs	0	7	20
Licensing	0	1	4
Planning Control & Conservation	1	9	33
Planning Policy	1	3	4
Private Sector Housing	0	0	0
<b>NHDC Totals</b>	<b>43</b>	<b>168</b>	<b>304</b>
Contractor Data	Comments	Compliments	Complaints

Waste (Urbaser)	130	45	177
Grounds (John O'Connor)	0	0	10
North Herts Leisure Centre	94	144	120
Hitchin Swim Centre	166	115	115
Royston Leisure Centre	69	71	38
<b>Contractor Totals</b>	<b>459</b>	<b>375</b>	<b>460</b>
<b>Grand Totals</b>	<b>502</b>	<b>543</b>	<b>764</b>