

Appendix B

Breakdown of 3C's by service area – 1 April 2020 to 30 September 2020

Resource	Comments	Compliments	Complaints
Property Services	0	1	0
Regulatory	Comments	Compliments	Complaints
Environmental Health – Protection	0	0	4
Housing Needs	0	3	3
Private Sector Housing	0	4	3
Parking Services	0	2	2
Planning Control & Conservation	0	4	20
Planning Policy	1	0	1
Place	Comments	Compliments	Complaints
Leisure	0	1	1
Parks & Open Spaces / Green Space	2	15	5
Waste Management	4	16	41
Customer	Comments	Compliments	Complaints
Benefits	0	2	8
Careline	0	48	3
Customer Service Centre	1	3	1
MSU Post & Administration	0	5	0
Revenues Billing and Recovery	0	1	4
Legal & Community	Comments	Compliments	Complaints
Community Development	0	0	0
Community Safety	0	1	1
Enforcement / Enviro Crime	0	4	0
Commercial	Comments	Compliments	Complaints
Town Hall & Hitchin Museum	1	0	1
Markets	0	1	1
Totals	9	111	99
Contractor Data	Comments	Compliments	Complaints
Waste (Urbaser)	208	70	103
Grounds (John O'Connor)	0	0	2
North Herts Leisure Centre	6	20	11
Hitchin Swim Centre	24	25	9
Royston Leisure	21	12	9
Contractor Totals	259	127	134
Combined Totals	268	238	233