

Breakdown of 3C's by service area – 1 April 2020 to 31 March 2021

Managing Director	Comments	Compliments	Complaints
Communications	1	0	2
Resource	Comments	Compliments	Complaints
Property Services	0	1	0
Regulatory	Comments	Compliments	Complaints
Environmental Health – Protection	0	5	6
Environmental Health - Commercial	0	2	2
Housing Needs	0	10	11
Private Sector Housing	0	4	3
Parking Services	0	3	6
Planning Control & Conservation	0	9	48
Planning Policy	1	1	1
Building Control	0	0	1
Place	Comments	Compliments	Complaints
Leisure	0	2	1
Parks & Open Spaces / Green Space	2	24	6
Waste Management	12	35	105
Customers	Comments	Compliments	Complaints
Benefits	0	6	10
Careline	0	97	6
Customer Service Centre	1	10	2
MSU Post & Administration	0	7	1
IT	0	1	1
Revenues Billing and Recovery	0	7	10
Revenues Technical	1	0	0
Legal & Community	Comments	Compliments	Complaints
Community Engagement	0	1	0
Community Safety	0	1	1
Enforcement / Enviro Crime	0	8	0
Licensing	0	1	0
Commercial	Comments	Compliments	Complaints
Town Hall & Hitchin Museum	1	0	1
Markets	0	1	1
Totals	19	236	225
Contractor Data	Comments	Compliments	Complaints
Waste (Urbaser)	410	143	266
Grounds (John O'Connor)	0	0	3
North Herts Leisure Centre	11	22	13
Hitchin Swim Centre	30	33	10
Royston Leisure	30	18	10
Contractor Totals	481	216	302
Combined Totals	500	452	527

