

**APPENDIX B – BREAKDOWN OF 3C'S BY SERVICE – Apr - Sept 2021**

	Comments	Compliments	Complaints
Property Services	0	1	0
Environmental Health - Commercial	0	3	4
Environmental Health - Protection	0	3	11
Housing Needs	0	1	2
Parking Services	2	1	4
Planning Control & Conservation	0	5	38
Planning Policy	0	0	2
Green Space	1	17	6
Waste Management	4	10	68
Benefits	0	2	2
Careline	0	32	13
Customer Service Centre	1	0	2
IT	0	2	0
Post & Admin (MSU)	0	4	0
Revenues Billing & Recovery	0	1	10
Revenue Technical	2	0	1
Community Engagement	0	1	0
Committee Services	0	0	2
Electoral Services	1	1	3
Licensing	0	1	0
Enforcement / Environmental Crime	0	2	0
Hitchin Town Hall / Museum	1	0	1
<b>NHDC Totals</b>	<b>12</b>	<b>87</b>	<b>169</b>
<b>Contractor Data</b>			
Waste (Urbaser)	346	50	45
Grounds (John O'Connor)	0	0	2
North Herts Leisure Centre	0	12	9
Hitchin Swim Centre	16	8	12
Royston Leisure Centre	12	8	3
<b>Contractor Totals</b>	<b>374</b>	<b>78</b>	<b>71</b>
<b>Grand Totals (combined)</b>	<b>386</b>	<b>165</b>	<b>240</b>