

Breakdown of 3C's by service area – 1 April 2021 to 31 March 2022

Resource	Comments	Compliments	Complaints
Property Services	0	2	0
Regulatory	Comments	Compliments	Complaints
Environmental Health – Protection	0	5	17
Environmental Health - Commercial	0	4	6
Housing Needs	0	5	10
Parking Services	4	1	9
Planning Control & Conservation	0	6	65
Planning Policy	0	1	3
Building Control	0	0	1
Place	Comments	Compliments	Complaints
Leisure	0	0	2
Parks & Open Spaces / Green Space	2	32	14
Waste Management	4	17	95
Customers	Comments	Compliments	Complaints
Benefits	0	4	7
Careline	3	87	21
Customer Service Centre	4	2	2
MSU Post & Administration	1	4	0
IT	0	2	0
Revenues Billing and Recovery	5	1	13
Revenues Technical	2	0	1
Legal & Community	Comments	Compliments	Complaints
Community Engagement	0	2	0
Community Safety	0	1	0
Enforcement / Environmental Crime	0	4	0
Licensing	0	3	0
Committee & Member Services	0	0	2
Electoral Services	2	2	3
Commercial	Comments	Compliments	Complaints
Town Hall & Hitchin Museum	1	0	2
Markets	0	0	2
Totals	28	185	275
Contractor Data	Comments	Compliments	Complaints
Waste (Urbaser)	18	66	52
Grounds (John O'Connor)	0	0	2
North Herts Leisure Centre	39	21	37
Hitchin Swim Centre	36	26	35
Royston Leisure	35	40	22
Contractor Totals	128	153	148
Combined Totals	156	338	423