

APPENDIX B – BREAKDOWN OF 3C'S BY SERVICE – Apr-Sept 2022

	Comments	Compliments	Complaints
Property Services	0	0	1
Environmental Health - Commercial	0	3	0
Environmental Health - Protection	0	0	17
Housing Needs	1	1	9
Parking Services	0	1	2
Planning Control & Conservation	0	1	22
Planning Policy	0	0	2
Active Communities	0	2	0
Leisure	0	0	1
Parks and Open Spaces/Green Space	1	7	8
Waste Management	3	1	16
Benefits	0	2	3
Careline	0	38	7
Customer Service Centre	5	6	2
Revenues Billing & Recovery	3	2	9
Revenue Technical	1	0	2
Community Development/Engagement	0	1	1
Electoral Services	0	0	1
Licensing	0	1	1
Enforcement / Environmental Crime	0	1	0
Markets	0	0	1
NHDC Totals	14	67	105
Contractor Data			
Waste (Urbaser)	7	31	37
Grounds (John O'Connor)	0	0	3
North Herts Leisure Centre	19	56	25
Hitchin Swim Centre	46	47	16
Royston Leisure Centre	20	28	17
Contractor Totals	92	162	98
Grand Totals (combined)	106	229	203