

Breakdown of 3C's by service area – 1 April 2022 to 31 March 2023

Resource	Comments	Compliments	Complaints
Property Services	0	0	1
Communications	0	0	1
Accountancy Services	0	0	2
Regulatory	Comments	Compliments	Complaints
Environmental Health – Protection	0	4	20
Environmental Health - Commercial	0	5	0
Housing Needs	1	1	23
Parking Services	2	3	7
Planning Control & Conservation	0	2	34
Planning Policy	0	0	3
Place	Comments	Compliments	Complaints
Leisure	0	0	1
Active Communities	0	3	0
Parks & Open Spaces / Green Space	2	15	8
Waste Management	8	10	30
Customers	Comments	Compliments	Complaints
Benefits	0	3	4
Careline	2	102	21
Customer Service Centre	7	10	4
MSU Post & Administration	0	5	0
Revenues Billing and Recovery	5	4	20
Revenues Technical	1	0	2
Legal & Community	Comments	Compliments	Complaints
Community Engagement	0	1	1
Enforcement / Environmental Crime	0	2	0
Licensing	0	2	1
Electoral Services	0	0	1
Commercial	Comments	Compliments	Complaints
Markets	0	0	1
Totals	28	172	185
Contractor Data	Comments	Compliments	Complaints
Waste (Urbaser)	29	63	105
Grounds (John O'Connor)	0	0	3
North Herts Leisure Centre	27	96	55
Hitchin Swim Centre	75	97	41
Royston Leisure	39	49	28
Contractor Totals	170	305	232
Combined Totals	198	477	417