

Breakdown of 3C's by service area – 1st April to 30th September 2023

Regulatory	Comments	Compliments	Complaints
Environmental Health – Protection	0	0	9
Environmental Health - Commercial	0	1	2
Housing Needs	0	2	9
Parking Services	1	0	2
Planning Control & Conservation	1	3	15
Place	Comments	Compliments	Complaints
Leisure	0	0	1
Active Communities	0	2	0
Parks & Open Spaces / Green Space	1	14	6
Waste Management	2	7	8
Customers	Comments	Compliments	Complaints
Benefits	0	1	4
Careline	2	35	16
Customer Service Centre	6	4	2
MSU Post & Administration	0	5	2
Revenues Billing and Recovery	1	0	10
Legal & Community	Comments	Compliments	Complaints
Committee Services	1	0	0
Communities & Community Safety	0	5	0
Enforcement / Environmental Crime	0	1	0
Licensing	0	1	0
Totals	15	81	86
Contractor Data	Comments	Compliments	Complaints
Waste (Urbaser)	17	47	53
North Herts Leisure Centre	4	12	22
Hitchin Swim Centre	25	45	17
Royston Leisure	16	18	31
Contractor Totals	62	122	123
Combined Totals	77	203	209