

Breakdown of 3C's by service area – 1 April 2023 to 31 March 2024

| Chief Executive | Comments | Compliments | Complaints |
|-----------------------------------|-----------------|--------------------|-------------------|
| Managing Director | 0 | 0 | 1 |
| Regulatory | Comments | Compliments | Complaints |
| Environmental Health - Commercial | 0 | 2 | 2 |
| Environmental Health - Protection | 1 | 3 | 13 |
| Housing Needs | 1 | 13 | 34 |
| Parking Services | 1 | 0 | 4 |
| Planning Control & Conservation | 1 | 8 | 27 |
| Place | Comments | Compliments | Complaints |
| Active Communities | 0 | 3 | 0 |
| Leisure | 1 | 0 | 1 |
| Parks & Open Spaces / Green Space | 1 | 22 | 10 |
| Waste Management | 9 | 12 | 21 |
| Customer | Comments | Compliments | Complaints |
| Benefits | 0 | 4 | 5 |
| Careline | 3 | 48 | 21 |
| Customer Service Centre | 11 | 9 | 4 |
| MSU Post & Administration | 1 | 7 | 2 |
| Revenues Billing and Recovery | 4 | 2 | 30 |
| Revenue Technical | 0 | 0 | 1 |
| Legal & Community | Comments | Compliments | Complaints |
| Communities & Community Safety | 0 | 5 | 0 |
| Committee Services | 1 | 0 | 0 |
| Electoral Services | 0 | 0 | 1 |
| Licensing | 0 | 3 | 1 |
| Enforcement / Enviro Crime | 0 | 1 | 0 |
| Commercial/Enterprise | Comments | Compliments | Complaints |
| Markets | 0 | 0 | 1 |
| NHDC totals | 35 | 142 | 179 |
| Contractor Data | Comments | Compliments | Complaints |
| Waste (Urbaser) | 35 | 74 | 77 |
| NHLC | 21 | 21 | 41 |
| Hitchin Swim Centre | 30 | 65 | 44 |
| Royston Leisure | 34 | 35 | 43 |
| Contractor totals | 120 | 195 | 205 |
| Combined totals | 155 | 337 | 384 |