

Breakdown of 3C's by service area – 1st April to 30th September 2024

Regulatory	Comments	Compliments	Complaints
Planning Control & Conservation	0	3	14
Planning Policy	2	0	2
Parking Enforcement	1	1	6
Place	Comments	Compliments	Complaints
Leisure	11	0	30
Parks & Open Spaces / Green Space	4	6	15
Waste Management	8	2	6
Housing & Environmental Health	Comments	Compliments	Complaints
Housing Needs	0	0	14
Homelessness & Housing Advice	0	6	9
Environmental Health – Protection	0	1	4
Environmental Health - Commercial	0	1	2
Customers	Comments	Compliments	Complaints
Benefits	0	2	4
Careline	0	23	1
Customer Service Centre	4	2	2
MSU Post & Administration	1	6	0
Revenues Billing and Recovery	2	0	11
Enterprise	Comments	Compliments	Complaints
Museum	0	1	0
Estates	0	0	1
Legal & Community	Comments	Compliments	Complaints
Electoral Services	2	1	1
Community Health & Wellbeing	0	1	0
Licensing	0	1	0
Totals	35	57	122
Contractor Data	Comments	Compliments	Complaints
Waste (Urbaser)	4	10	10
North Herts Leisure Centre	65	3	106
Hitchin Swim Centre	73	6	77
Royston Leisure	41	4	43
Contractor Totals	183	23	236
Combined Totals	218	80	358