

BREAKDOWN OF 3CS BY SERVICE

	Comments	Compliments	Complaints
Committee and Member Services	0	1	2
Electoral Services	2	2	6
Communications	1	1	0
Customer Service Centre	1	4	0
Grounds Maintenance	17	15	5
Leisure	2	1	2
Parking Services	10	2	17
Parks and Open Spaces	1	4	6
Waste Management	184	25	30
Benefits	0	4	13
Information Unit	0	0	1
Post & Admin	0	2	0
Property Services	1	0	2
Revenue Technical	1	0	0
Revenues Billing & Recovery	7	3	19
Building Control	0	2	2
Careline	0	60	0
Community Safety	0	1	0
Environmental Health Commercial	0	2	6
Environmental Protection	0	2	4
Housing Needs	0	6	9
Licensing & Enviro-Crime	0	1	6
Planning Control & Conservation	1	11	31
Planning Policy	1	0	4
Private Sector Housing	0	0	2
NHDC Totals	229	149	167
Contractor Data	Comments	Compliments	Complaints
Waste (Veolia)	6	52	265
Grounds (John O'Connor)	0	0	13
North Herts Leisure Centre	157	198	157
Hitchin Swim Centre	61	106	48
Royston Leisure Centre	21	24	15
Contractor Totals	245	380	498
Grand Totals	474	529	665