

Breakdown of 3C's by service area – 1st April 2024 to 31st March 2025

Regulatory	Comments	Compliments	Complaints
Planning Control & Conservation	2	6	23
Planning Policy	2	0	1
Parking Enforcement	5	2	8
Place	Comments	Compliments	Complaints
Leisure	14	0	40
Green Space	5	11	24
Waste Management	11	8	20
Housing & Environmental Health	Comments	Compliments	Complaints
Housing Needs	0	3	19
Homelessness & Housing Advice	0	12	18
Environmental Health – Protection	1	2	4
Environmental Health - Commercial	0	2	4
Customers	Comments	Compliments	Complaints
Benefits	0	3	4
Careline	0	42	5
Customer Service Centre	8	14	11
MSU Post & Administration	2	7	0
Revenues Billing and Recovery	4	1	16
Revenues Technical	1	0	0
Enterprise	Comments	Compliments	Complaints
Museum	0	3	0
Estates	0	0	1
Property Services	0	2	0
Legal & Community	Comments	Compliments	Complaints
Electoral Services	2	2	1
Community Health & Wellbeing	0	4	0
Community Safety	1	3	0
Licensing	0	3	1
Resources	Comments	Compliments	Complaints
Accountancy Services	2	0	0
Managing Director	Comments	Compliments	Complaints
	0	1	0
Totals	60	131	200
Contractor Data	Comments	Compliments	Complaints
Waste (Urbaser)	6	21	21
North Herts Leisure Centre	148	10	146
Hitchin Swim Centre	178	18	161
Royston Leisure	95	4	63

Contractor Totals	427	53	391
Combined Totals	487	184	591