

Breakdown of 3C's by service area – stage 1 & 2's combined

1st April 2025 to 31st March 2026

Place	Comments	Compliments	Complaints
Planning Control & Conservation	0	12	20
Planning Policy	0	2	3
Parking Enforcement	2	0	8
Building Control	0	0	3
Environment	Comments	Compliments	Complaints
Leisure	0	0	23
Green Space	2	9	8
Waste Management	21	21	220
Regulatory	Comments	Compliments	Complaints
Licensing	0	3	4
Housing Needs	0	5	16
Homelessness & Housing Advice	0	18	25
Environmental Health – Protection	0	6	10
Environmental Health - Commercial	0	1	1
Customers	Comments	Compliments	Complaints
MSU Post & Administration	7	5	0
Careline	1	42	16
Customer Service Centre	6	26	16
Information Team	0	2	0
Digital Services	1	0	0
Resources	Comments	Compliments	Complaints
Benefits	0	3	3
Revenues Billing and Recovery	3	12	29
Revenues Technical	1	0	1
Enterprise	Comments	Compliments	Complaints
Hitchin Town Hall	0	1	0
Churchgate	0	0	1
Governance	Comments	Compliments	Complaints
Electoral Services	0	0	2
Community Health & Wellbeing	0	1	0
Communities	0	1	0
Community Safety	0	3	2
Totals	44	173	411
Contractor Data	Comments	Compliments	Complaints
Waste (Urbaser)	0	0	2
JOC	0	0	1
North Herts Leisure Centre	54	7	82

Hitchin Swim Centre	62	10	90
Royston Leisure	48	12	47
Contractor Totals	164	29	222
Combined Totals	208	202	633