

APPENDIX B – BREAKDOWN OF 3CS BY SERVICE

	Comments	Compliments	Complaints
Chief Executive	1	0	0
Committee and Member Services	0	0	1
Electoral Services	1	0	0
Communications	1	0	0
Customer Service Centre	5	13	10
Grounds Maintenance	1	11	19
Leisure	0	2	5
Parking Services	2	0	12
Parks and Open Spaces	1	1	2
Waste Management	171	26	768
Benefits	1	8	15
Community Development	0	4	0
Post & Admin	0	5	4
Revenue Technical	2	0	4
Revenues Billing & Recovery	7	5	26
Careline	0	72	0
Community Safety	1	0	0
Enforcement / Enviro-Crime	0	2	1
Environmental Health Commercial	0	2	5
Environmental Protection	0	1	8
Hitchin Town Hall	0	0	3
Housing Needs	1	5	10
Licensing & Enviro-Crime	1	3	12
Planning Control & Conservation	0	8	28
Planning Policy	2	0	6
Private Sector Housing	0	0	2
NHDC Totals	198	168	941
Contractor Data	Comments	Compliments	Complaints
Waste (Veolia / Urbaser)	412	21	748
Grounds (John O'Connor)	0	1	15
North Herts Leisure Centre	85	167	98
Hitchin Swim Centre	155	110	101
Royston Leisure Centre	107	58	44
Contractor Totals	759	357	1006
Grand Totals	957	525	1947