

BREAKDOWN OF 3CS

Chief Executive Directorate	Comments	Compliments	Complaints	Service Totals	Area
Chief Executive	0	0	1	1	
Democratic Services	2	0	0	2	
Electoral Services	0	0	3	3	
Directorate Totals	2	0	4	6	
Customer Service Directorate					
Communication	4	0	0	5	
Customer Service Centre	1	19	1	21	
Grounds Maintenance	3	21	12	36	
Leisure	3	3	5	11	
Parking Services	3	3	10	16	
Parks & Open Spaces	0	6	2	8	
Waste Management	39	22	64	125	
Directorate Totals	53	74	94	222	
Finance Policy & Governance					
Benefits	0	6	11	17	
Active Communities	1	13	0	14	
Information Unit	0	2	1	3	
Legal	0	0	2	2	
Post & Administration	1	2	0	3	
Property Services	0	0	3	3	
Revenue Technical	2	1	0	3	
Revenues Billing & Recovery	2	8	16	26	
Directorate Totals	6	32	33	71	
Planning Housing & Enterprise					
Building Control	0	2	1	3	
Careline	1	61	1	63	
Community Safety	0	1	0	1	
Enforcement	1	2	1	4	
Environmental Health - Commercial	0	0	5	5	
Environmental Health - Protection	0	2	4	6	
Housing Needs	1	11	3	15	
Licensing & Enviro Crime	0	0	1	1	
Planning Control & Conservation	3	4	34	41	
Planning Policy	3	1	8	12	
Directorate Totals	9	84	58	151	
NHDC Totals	70	190	189	449	

APPENDIX A

John O'Conner	0	0	52	52
Veolia	0	56	283	339
North Herts Leisure Centre	70	105	77	252
Hitchin Leisure and Swim Centre	89	118	46	253
Royston Leisure Centre	90	141	55	286
Contractor Totals	249	420	513	1182
COMBINED TOTALS	319	610	702	1631