

Appendix B

Breakdown of 3Cs by service area – 1 April 2019 to 30 September 2019

Chief Executive	Comments	Compliments	Complaints
Chief Executive	0	0	0
Deputy Chief Executive	0	0	0
Communications	1	0	0
Resource	Comments	Compliments	Complaints
Human Resources	0	0	0
Risk Management & Insurance	0	0	0
Property Services	1	0	0
Regulatory	Comments	Compliments	Complaints
Building Control	0	0	0
Environmental Health - Commercial	0	0	0
Environmental Health – Protection	0	0	0
Housing Needs	0	3	7
Private Sector Housing	0	0	0
Parking Services	2	0	8
Planning Control & Conservation	1	2	11
Planning Policy	0	1	2
Place	Comments	Compliments	Complaints
Active Communities	0	0	0
Grounds Maintenance	0	1	0
Leisure	1	0	1
Parks & Open Spaces / Green Space	1	12	1
Waste Management	16	6	118
Customer	Comments	Compliments	Complaints
Benefits	1	1	7
Careline	0	27	0
Customer Service Centre	1	2	1
IT	0	1	0
MSU Post & Administration	0	3	0
Revenues Billing and Recovery	2	5	13
Revenue Technical	1	0	1
Legal & Community	Comments	Compliments	Complaints
Community Development	0	0	0
Community Safety	0	0	3
Committee Services	0	0	0
Electoral Services	0	0	0
Legal Services	0	0	0
Licensing	0	0	1
Enforcement / Enviro Crime	0	2	1
Commercial	Comments	Compliments	Complaints
Town Hall & Hitchin Museum	2	0	1
Markets	1	0	0
Totals	31	66	176