

**Customer Compliments by Service Area**

Directorate	Service Area	Team	Compliments received during:			
			Q1 April - June 2010	Q2 July - September 2010	Q3 October - December 2010	Q4 January - March 2011
Chief Executive	People & Policy	Human Resources				1
		Policy & Performance		1		
		Communications	3	2	1	2
	Finance & Property	Financial Services				
		Property Services			1	
Customers and Communities	Operations	Executive Office	1			
		Refuse & Cleansing	1	5	17	12
		Parks & Open Spaces	1	3	3	2
	Customer Services	Capita - Council Tax Recovery				
		Capita - Council Tax				
		Capita - Call Centre				
		Capita - Benefits			1	
		Capita - OSS			2	2
		ICT				
		Customer Services	1			2
	Communities	STAN the Van				40
		Community Safety				1
		Community Engagement				5
		Emergency Planning			1	
		Service Development		3		
	Area Officers	1	6	4	3	
Business	Regeneration	Regeneration Delivery	1	2		1
		Regeneration Progs	1	3	2	
		Economic Development				1
		Environmental Health	1	1		1
		Traffic & Parking				
	Legal	Legal Services	6	5	7	8
		Committee & Member Services	3		2	1
		Elections	3			2
	Building Control	Building Control	11	14	5	7
	Planning	Forward Planning				
		Development Control	5	3	8	1
		Land Charges				
	Licensing		3	1		
<b>Total</b>			39	51	55	92