

**Customer Compliments by Service Area 2009/10**

Directorate	Service Area	Team	Compliments received during				Total
			April - June 2009	July - September 2009	October - December 2009	January - March 2010	
	People & Policy	Human Resources				1	1
		Policy Unit					
		Communications	2		6		8
	Finance & Property	Financial Services			1		1
		Property Services					
Customers and Communities	Executive Office					1	1
	Operations	Refuse & Cleansing			1	3	4
		Emergency Planning					
		Parks & Open Spaces			1		1
	Customer Services	Capita - Council Tax Recovery					
		Capita - Council Tax			1		1
		Capita - Call Centre					
		Capita - Benefits					
		Capita - OSS	1		2		3
		ICT					
	Communities	Customer Services		1			1
		Community Safety					
		LSP Delivery					
		Service Development			3	1	4
	Regeneration	Area Officers	1	7	2	5	15
		Regeneration Delivery			2	4	6
		Regeneration Progs		1	7	1	9
		Economic Development	1	1		1	3
		Traffic & Parking					
Business	Legal	Legal Services			2	1	3
		Committee & Member Services	8	2		5	15
		Elections	2			2	4
	Planning	Building Control					
		Forward Planning					
		Development Control			4	1	5
		Land Charges					
	Environmental Health	Environmental Health			1		1
Licensing			1	1	1	3	
<b>Total</b>			15	13	34	27	89