



Standards Committee

Date: 7 June 2011
Time: 6.15 pm
Venue: Council Chamber
District Council Offices, Queen Victoria Road, High Wycombe Bucks

Membership

Chairman Mrs E Springford
Vice Chairman Mr D Sainsbury

Councillors: D J Carroll, Mrs G A Jones, J A Savage and Ms J D Wassell

Independent Members: Rev G Hargrove and Mr B Morgan-Timms

Parish Council Members: D Banfield, J Sherlock and Mrs V Smith

Agenda

Item		Page
1	MINUTES OF PREVIOUS MEETING To confirm the Minutes of the Committee meeting held on Tuesday 11 January 2011 (previously circulated).	
2	APOLOGIES FOR ABSENCE To receive apologies for absence.	
3	DECLARATIONS OF INTEREST To receive any declaration of personal or personal and prejudicial interest by Members relating to items on the agenda. If any Member is uncertain as to whether an interest should be disclosed, he or she is asked if possible to contact the District Solicitor prior to the meeting. Members are reminded that if they are declaring an interest, whether personal or personal and prejudicial, then (subject to paragraph 14 of the Code of Conduct) they should state the nature of that interest, whether or not they leave the meeting.	
4	RE-APPOINTMENT OF SUB-COMMITTEES	

RECOMMENDATION

The Committee is advised to *RESOLVE*:

(a) that all Members of the Standards Committee (including those appointed after this meeting to any vacancy) form a “pool” of members for meetings of (a) a Complaints Initial Assessment Sub-Committee, (b) a Complaints Review Sub-Committee, and (c) a Local Standards Hearing panel.

(b) that the Complaints Initial Assessment Sub-Committee, the Complaints Review Sub-Committee and the Local Standards Hearing Panel (to be drawn in each case and on each occasion from the “pool” and with their terms as reference as previously authorised) be appointed until the next Annual Council Meeting or, if earlier, the date upon which Standards Committees formed under existing legislation are abolished, with the same membership as at present, ie one District Council member, one independent Member and one Parish Council representative.

(c) that the Committee’s functions in respect of initial assessment be delegated to the Complaints Initial Assessment Sub-Committee, the Committee’s functions in respect of reviews be delegated to the Complaints Review Sub-Committee, and the Committee’s functions in respect of all other local determination matters (including hearings) be delegated to the Local Standards Hearing Panel.

(d) the selection of members from the “pool” be delegated to the Head of Democratic Legal and Policy Services and

(e) the date, time and venue for meetings of these Sub-Committees be fixed by the Head of Democratic Legal and Policy Services.

Corporate Implications

4.1 Authority to appoint members to Standards Committees is provided by section 53 of the Local Government Act 2000.

4.2 The appointment of Sub-Committees by the Standards Committee is authorised by section 54A of the Local Government Act 2000. The appointment of Sub-Committees to deal with initial assessment and review is a requirement imposed on Standards Committees by Regulation 6 (1) of The Standards Committee (England) Regulations 2008, which came into force on 8 May 2008.

Detailed Report

4.3 At its meeting on 6 May 2008, the Standards Committee resolved to form a pool of members comprising all members of the Committee, and appointed the Complaints Initial

Assessment Sub-Committee, the Complaints Review Sub-Committee and the Local Standards Hearing Panel (“the three Sub-Committees”) (with membership to be drawn from the pool in each case) until the Annual Council meeting in 2011.

- 4.4 As the prospective abolition of Standards Committees, the local assessment regime as currently constituted, and Standards for England as set out in the Localism Bill, has yet to be implemented, it is necessary for the three Sub-Committees to be re-appointed until the next Annual Council meeting or, if earlier, the date upon which Standards Committees formed under existing legislation are abolished and it is recommended accordingly.
- 4.5 As required by section 55 (5) of the Local Government Act 2000, Parish Councils for which the Committee is responsible have been consulted on the numbers of members and their terms of office in respect of the three Sub-Committees and comments requested by close of business on 30 May 2011. Any comments received will be fed back to the Committee at the meeting.

Background Papers

None.

5 MONITORING OF COMPLAINTS, COMMENTS AND COMPLIMENTS, THIRD AND FOURTH QUARTERS 2010-11

1 - 24

Contact Officer: Jean Roberts
Ext: 3202

RECOMMENDATION

The Standards Committee is asked to:

Note the attached data and charts for the periods 1 October – 31 December 2010 (Quarter 3), and 1 January – 31 March 2011 (Quarter 4).

Corporate Implications

- 5.1 The establishment and maintenance of complaints procedures is conducive to the discharge of the Council’s various functions and as such are authorised by Section 111 of the Local Government Act 1972.

- 5.2 There are no financial implications.
- 5.3 A robust complaints procedure assists in minimising the risks to the Council arising from complaints.

Policy/Community Plan Implications

- 5.4 This report is relevant to the Council's priority of excellent customer service.

Background

- 5.5 Quarterly information is supplied to all business units which record complaints, comments or compliments on ServiceMail, and after consultation with managers, composite information for each Management Team and the Strategic Management Board. Further complaints statistics are also incorporated as Local Performance Indicators by the Policy and Research Unit.

Report

- 5.6 The information and charts for the quarters are attached herewith and additional information has been added to the graphs to show the targets in place for the relevant time periods, as well as a spreadsheet showing a comparison with the quarters in the previous year for key indicators.
- 5.7 The information and charts for the quarter are attached herewith and additional information has been added to the graphs to show the targets in place for the relevant time periods. In addition a summarised report on LG Ombudsman complaints is also attached. The target in place for complaints responded to in target is 90% for this year, and feedback on customer satisfaction with response, customer satisfaction with outcome, and satisfaction with complaint handling are also now all 90%. The following are the priority areas for improvement and the results for this quarter for all business units within the Council:

1. Answering complaints within our corporate timescale of 10 working days

Quarter 3: This quarter there was a total percentage of complaints within target of 88.5%, slightly below target. This is another drop from the previous quarter. There have been some problems arising from staff changes in two sections which hopefully will improve in the near future.

Quarter 4: This quarter there was a total percentage

- of complaints within target of 93.5%, above target and a significant improvement from the last two quarters.
- 2. Review of Complaints by business units to “Learn Lessons” and Improvements Made**
- Quarter 3: For this quarter 69 complaints were received with only 15 complaints/comments reviewed by business units, and 5 improvements logged (all improvements logged were by on-street and off-street parking teams).
- Quarter 4: For this quarter 64 complaints were received with only 13 complaints/comments reviewed by business units, and 3 improvements logged. It is disappointing not to have more improvements as a result of complaints.
- 3. Customer Feedback Cards - Complaints**
- The numbers of customer feedback responses will always be lower than the number of complaints received as these are sent out after our response.
- Quarter 3: This quarter has seen feedback logged for 24 out of the 69 items received. Feedback for this quarter with regard to outcome and complaint handling has improved slightly since the last quarter at 79% and 83% and the remaining feedback on the speed of response and comprehension also improved at 92%.
- Quarter 4: During this quarter there has been feedback logged for 35 out of the 64 items received. Feedback for this quarter with regard to outcome and complaint handling has improved significantly since the last quarter at 89% and 94% and the remaining feedback on the speed of response and comprehension also improved at 100% and 94%.
- 4. Complaints to the LG Ombudsman**
- Quarter 3: There have been 5 complaints received from the Ombudsman since the last quarter, and 6 decisions as shown on the attached information sheets. There have been no findings of maladministration.
- Quarter 4: There have been no findings of maladministration. Four decisions have been received this quarter. There are 3 current ongoing Ombudsman investigations.
- 5. Compliments Logging**
- Quarter 3: The total for compliments logged is 87 for this quarter. The single service area with the most compliments for this quarter is the CSC with 14, with Environmental Services a close second (for the third time!) with 13.

Quarter 4: The total for compliments logged is 88 for this quarter. The single service area with the most compliments for this quarter is the CSC again with 17, with Environmental Services and Development Control coming second with 12 each.

Comments from Management Teams

Comments from Team 1:

Quarter 3:

- 5.8 The 2 complaints dealt with by the CSC which were out of target would be reviewed with the Director. In relation to feedback on complaints, further information was also requested on the Servicemail item where the complainant had been dissatisfied with the outcome of the complaint by the CSC. It was noted that complaints were now being addressed at CSC monthly meetings. DMT was asked to remind Service managers to consider possible service improvements as a result of complaints.

Quarter 4:

- 5.9 Complaints to be reviewed at the next management team meeting to discuss learning points from complaints.

Comments from Team 2:

Quarter 3:

- 5.10 A reminder has gone to those business units not achieving responses within target times. The feedback on the Council's response to complaints highlights a high degree of satisfaction with the handling of complaints.

Conclusion/Future Work

- 5.11 There is still further work to be done to make sure that complaints are reviewed by managers and teams to see if an improvement to services can be done as a result of the complaint, but teams are to be congratulated on a good improvement to the number of complaints responded to within target during Quarter 4.
- 5.12 The Complaints Officer is currently looking at ways to improve our complaints webpage and whether we can have a web-form for submission of complaints (also

covering ethnicity/minority monitoring). This may depend on available funding.

Background Papers

5.13 "Have We Got It Right" leaflet for the public.

6 TRAINING ARRANGEMENTS 2011/12

RECOMMENDATION

The Committee is advised to *RESOLVE* that the training arrangements for the municipal year 2011/12 be as set out in paragraph 6.6 of the report.

Corporate Implications

6.1 One of the Committee's terms of reference is to deal with the arrangement of training on certain standards of conduct issues. Such training arrangements are authorised by Part III of the Local Government Act 2000 and section 111 of the Local Government Act 1972.

6.2 There are no financial implications to this report.

Council Priorities/Sustainable Community Strategy Implications

6.3 Standards issues are relevant to the Council priority of Excellent Customer Service.

Report

6.4 As the Standards Board regime, including the Code of Conduct and Standards Committees as currently constituted, together with the local assessment regime are prospectively abolished in the Localism Bill, there would seem to be little merit in organising large scale training, with associated costs, given that the Bill is expected to become law by the end of the current calendar year.

6.5 However, the Committee does have two new Members, who will need to be familiar with the current system until it is abolished, especially for the purpose of sitting on the Initial Assessment, Review and Hearing Sub-Committees.

6.6 Accordingly, it is proposed that in addition to two Member induction sessions on the Code of Conduct and the current standards regime, the Monitoring Officer goes through the

Code of Conduct and the local assessment regime with the new Members. They will then be able (with the leave of the Chairman) to sit in as observers during at least one Initial Assessment Sub-Committee meeting before taking a full part in that respect.

For further information, please contact 01494 421210, peter_druce@wycombe.gov.uk

**Wycombe District Council
Complaints/Compliments - Year on Year
Comparison**

	Quarter 1		Quarter 2		Quarter 3		Quarter 4		Year to date	% variance against target	
	Target for Q1	Outturn Apr - Jun	Target for Q2	Outturn Jul - Sep	Target for Q3	Outturn Oct - Dec	Target for Q4	Outturn Jan-Mar			
Compliments and Compliments											
2009-10 Year	n/a	95	n/a	82	n/a	80	n/a	82	339	n/a	n/a
2010-11 Year	n/a	97	n/a	74	n/a	87	n/a	88	346	n/a	n/a
2009-10 Year	n/a	133	n/a	85	n/a	47	n/a	69	334	n/a	n/a
2010-11 Year	n/a	65	n/a	54	n/a	69	n/a	64	252	n/a	n/a
2009-10 Year	90%	90.23%	90%	90.59%	90%	87.23%	90%	92.75%	90.42%	0.42%	
2010-11 Year											
2009-10 Year		120		77		41		64	302		
2010-11 Year		133		85		47		69	334		
2009-10 Year	90%	93.85%	90%	90.74%	90%	88.41%	90%	93.75%	91.62%	1.62%	
2010-11 Year		61		49		61		60	231		
2009-10 Year		65		54		69		64	252		
2009-10 Year	90%	94.34%	90%	90.20%	90%	100.00%	90%	92.68%	93.67%	3.67%	
2010-11 Year		100		46		23		38	207		
2009-10 Year		106		51		23		41	221		

**Wycombe District Council
Complaints/Compliments - Year on Year
Comparison**

	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year to date	% variance against target	
	Target for Q1	Target for Q2	Target for Q3	Target for Q4	Year to date		
2010-11 Year	90%	90%	90%	90%	94.12%	4.12%	
Satisfaction with complaints handling: SPEED OF RESPONSE	96.77%	86.21%	91.67%	100.00%	94.12%	4.12%	
2010-11 Year	30	25	22	35	112		
Number of people satisfied with SPEED	30	25	22	35	112		
2010-11 Year	31	29	24	35	119		
Number of responses logged	31	29	24	35	119		
2009-10 Year	90%	90%	90%	90%	86.88%	-3.12%	
Satisfaction with complaints handling: OUTCOME	83.96%	88.24%	95.65%	87.80%	86.88%	-3.12%	
2009-10 Year	89	45	22	36	192		
Number of people satisfied with OUTCOME	89	45	22	36	192		
2009-10 Year	106	51	23	41	221		
Number of responses	106	51	23	41	221		
2010-11 Year	90%	90%	90%	90%	84.03%	-5.97%	
Satisfaction with complaints handling: OUTCOME	90.32%	75.86%	79.17%	88.57%	84.03%	-5.97%	
2010-11 Year	28	22	19	31	100		
Number of people satisfied with OUTCOME	28	22	19	31	100		
2010-11 Year	31	29	24	35	119		
Number of responses logged	31	29	24	35	119		
2009-10 Year	90%	90%	90%	90%	90.05%	0.05%	
Satisfaction with complaints handling: COMPLAINT HANDLING	87.74%	90.20%	100.00%	90.00%	90.05%	0.05%	
2009-10 Year	93	46	23	37	199		
Number of people satisfied with COMPLAINT HANDLING	93	46	23	37	199		
2009-10 Year	106	51	23	41	221		
Number of responses	106	51	23	41	221		
2010-11 Year	90%	90%	90%	90%	88.24%	-1.76%	
Satisfaction with complaints handling: COMPLAINT HANDLING	96.77%	75.86%	83.33%	94.29%	88.24%	-1.76%	
2010-11 Year	30	22	20	33	105		
Number of people satisfied with COMPLAINT HANDLING	30	22	20	33	105		
2010-11 Year	31	29	24	35	119		
Number of responses logged	31	29	24	35	119		

Symbols Used:



Exceeds target by more than 5%



Within +/- 5% of target



More than 5% below target

Council: Items by Type by Business Unit by In Target Responses between 01/10/2010-31/12/2010

Business Unit	In/Out of Target (Target: 10 working days)	Total
Comments		
Customer Service Centre	In Target	2
Parking - Off-street	In Target	1
Parking - On-street	In Target	1
Total for Comments		4
Complaints		
Council Tax	In Target	10
Customer Service Centre	Out of Target	2
	In Target	7
Development Control	Out of Target	4
	In Target	12
Environmental Health	In Target	5
Green Space Contracts	In Target	1
Housing Applications	In Target	1
Housing Benefit	In Target	4
Housing Maintenance	In Target	2
Housing Management	In Target	3
Housing Repairs	In Target	1
Legal Services	In Target	1
Parking - Off-street	In Target	4
Parking - On-street	Out of Target	2
	In Target	5
Refuse	In Target	1
Spatial Planning	In Target	2
Sports Centres Client	In Target	2
Total for Complaint		69

Council: Items by Type by Business Unit by In Target Responses between 01/10/2010-31/12/2010

Business Unit	In/Out of Target (Target: 10 working days)	Total
Compliments		
Building Control	In Target	5
Cleansing	In Target	3
Community Safety	In Target	3
Corporate Administration	In Target	1
Council Tax	In Target	1
Customer Service Centre	In Target	14
Development Control	In Target	4
Elections/Land Charges	In Target	4
Environmental Health	In Target	13
Green Space Contracts	In Target	3
Housing Management	In Target	5
Parking - Off-street	In Target	11
Parking - On-street	In Target	2
Ranger Services	In Target	3
Recycling	In Target	1
Refuse	In Target	8
Regeneration (Community Services)	In Target	2
Sports Development	In Target	1
Tourism	In Target	3
Total for Compliment		87
Internal Client Compliment		
Community Safety	In Target	1
Legal Services	In Target	2
Total for Internal Client Compliment		3

Complaints in target from 01/10/2010 to 31/12/2010

Team: I WESTGATE TEAM

Business Unit	In Target	Out of Target
Development Control	12	4
Environmental Health	5	0
Green Space Contracts	1	0
Housing Applications	1	0
Housing Maintenance	2	0
Housing Management	3	0
Housing Repairs	1	0
Parking - Off-street	4	0
Parking - On-street	5	2
Refuse	1	0
Spatial Planning	2	0
Sports Centres Client	2	0

Total for I WESTGATE TEAM

In target:	39
Out of target:	6

Team: L SMITH TEAM

Business Unit	In Target	Out of Target
Council Tax	10	0
Customer Service Centre	7	2
Housing Benefit	4	0
Legal Services	1	0

Total for L SMITH TEAM

In target:	22
Out of target:	2

TOTAL FOR WYCOMBE DC

In target:	61	88.5%
Out of target:	8	11.5%

Complaint Feedback from 01/10/2010 to 31/12/2010

Business Unit: Council Tax			
Speed - Yes:	2	Speed - No:	0
Easily Understood - Yes:	2	Easily Understood - No:	0
Outcome - Yes:	2	Outcome - No:	0
Complaint Handling - Yes:	2	Complaint Handling - No:	0
Business Unit: Customer Service Centre			
Speed - Yes:	4	Speed - No:	0
Easily Understood - Yes:	4	Easily Understood - No:	0
Outcome - Yes:	4	Outcome - No:	0
Complaint Handling - Yes:	3	Complaint Handling - No:	1
Business Unit: Development Control			
Speed - Yes:	4	Speed - No:	0
Easily Understood - Yes:	4	Easily Understood - No:	0
Outcome - Yes:	3	Outcome - No:	1
Complaint Handling - Yes:	3	Complaint Handling - No:	1
Business Unit: Environmental Health			
Speed - Yes:	1	Speed - No:	1
Easily Understood - Yes:	1	Easily Understood - No:	1
Outcome - Yes:	1	Outcome - No:	1
Complaint Handling - Yes:	1	Complaint Handling - No:	1
Business Unit: Green Space Contracts			
Speed - Yes:	1	Speed - No:	0
Easily Understood - Yes:	1	Easily Understood - No:	0
Outcome - Yes:	1	Outcome - No:	0
Complaint Handling - Yes:	1	Complaint Handling - No:	0
Business Unit: Housing Management			
Speed - Yes:	1	Speed - No:	1
Easily Understood - Yes:	1	Easily Understood - No:	1
Outcome - Yes:	1	Outcome - No:	1
Complaint Handling - Yes:	1	Complaint Handling - No:	1
Business Unit: Housing Repairs			
Speed - Yes:	1	Speed - No:	0
Easily Understood - Yes:	1	Easily Understood - No:	0
Outcome - Yes:	1	Outcome - No:	0
Complaint Handling - Yes:	1	Complaint Handling - No:	0
Business Unit: Parking - Off-street			
Speed - Yes:	1	Speed - No:	0
Easily Understood - Yes:	1	Easily Understood - No:	0
Outcome - Yes:	0	Outcome - No:	1
Complaint Handling - Yes:	1	Complaint Handling - No:	0
Business Unit: Parking - On-street			
Speed - Yes:	6	Speed - No:	0
Easily Understood - Yes:	6	Easily Understood - No:	0
Outcome - Yes:	6	Outcome - No:	0
Complaint Handling - Yes:	6	Complaint Handling - No:	0
Business Unit: Sports Centres Client			
Speed - Yes:	1	Speed - No:	0
Easily Understood - Yes:	1	Easily Understood - No:	0
Outcome - Yes:	0	Outcome - No:	1
Complaint Handling - Yes:	1	Complaint Handling - No:	0
Total:			
Speed - Yes:	22	Speed - No:	2
Easily Understood - Yes:	22	Easily Understood - No:	2
Outcome - Yes:	19	Outcome - No:	5
Complaint Handling - Yes:	20	Complaint Handling - No:	4
Speed - Yes:	92%		
Easily Understood - Yes:	92%		
Outcome - Yes:	79%		
Complaint Handling - Yes:	83%		

Council: Items by Type by Business Unit by In Target Responses between 01/01/2011-31/03/2011

Business Unit	In/Out of Target (Target: 10 working days)	Total
Comments		
Cohesion	Out of Target	1
Housing Benefit	In Target	1
Total for Comments		2
Complaints		
Building Control	In Target	2
Community Safety	In Target	1
Council Tax	In Target	11
Customer Service Centre	In Target	4
Development Control	Out of Target	3
	In Target	13
Environmental Health	In Target	3
Green Space Contracts	Out of Target	1
Homelessness	In Target	1
Housing Benefit	Out of Target	1
	In Target	5
Housing Repairs	In Target	4
Housing Welfare	In Target	1
Parking - Off-street	In Target	2
Refuse	In Target	1
Spatial Planning	In Target	1
Sports Centres Client	In Target	10
Total for Complaint		64
Compliments		
Building Control	In Target	3
Cleansing	In Target	2

Council: Items by Type by Business Unit by In Target Responses between 01/01/2011-31/03/2011

Business Unit	In/Out of Target (Target: 10 working days)	Total
Cohesion	In Target	1
Community Safety	In Target	1
Council Secretariat	In Target	4
Customer Service Centre	In Target	17
Development Control	In Target	12
Elections/Land Charges	In Target	2
Environmental Health	In Target	12
Green Space Contracts	In Target	1
Housing Benefit	In Target	1
Legal Services	In Target	1
Museum - Wycombe	In Target	1
Parking - Off-street	In Target	7
Parking - On-street	In Target	3
Ranger Services	In Target	4
Recycling	In Target	2
Refuse	In Target	7
Regeneration (Community Services)	In Target	1
Spatial Planning	In Target	3
Sports Centres Client	In Target	2
Sports Development	In Target	1
Total for Compliment		88

Complaints in target from 01/01/2011 to 31/03/2011

Team: I WESTGATE TEAM

Business Unit	In Target	Out of Target
Building Control	2	0
Community Safety	1	0
Development Control	14	2
Environmental Health	3	0
Green Space Contracts	0	1
Homelessness	1	0
Housing Repairs	4	0
Housing Welfare	1	0
Parking - Off-street	2	0
Refuse	1	0
Spatial Planning	1	0
Sports Centres Client	10	0

Total for I WESTGATE TEAM

In target:	40
Out of target:	3

Team: L SMITH TEAM

Business Unit	In Target	Out of Target
Council Tax	11	0
Customer Service Centre	4	0
Housing Benefit	5	1

Total for L SMITH TEAM

In target:	20
Out of target:	1

TOTAL FOR WYCOMBE DC

In target:	60	93.8%
Out of target:	4	6.3%

Complaint Feedback from 01/01/2011 to 31/03/2011

Business Unit: Building Control

Speed - Yes:	1	Speed - No:	0
Easily Understood - Yes:	0	Easily Understood - No:	1
Outcome - Yes:	0	Outcome - No:	1
Complaint Handling - Yes:	0	Complaint Handling - No:	1

Business Unit: Council Tax

Speed - Yes:	7	Speed - No:	0
Easily Understood - Yes:	7	Easily Understood - No:	0
Outcome - Yes:	7	Outcome - No:	0
Complaint Handling - Yes:	7	Complaint Handling - No:	0

Business Unit: Development Control

Speed - Yes:	5	Speed - No:	0
Easily Understood - Yes:	5	Easily Understood - No:	0
Outcome - Yes:	5	Outcome - No:	0
Complaint Handling - Yes:	5	Complaint Handling - No:	0

Business Unit: Environmental Health

Speed - Yes:	2	Speed - No:	0
Easily Understood - Yes:	2	Easily Understood - No:	0
Outcome - Yes:	2	Outcome - No:	0
Complaint Handling - Yes:	2	Complaint Handling - No:	0

Business Unit: Green Space Contracts

Speed - Yes:	1	Speed - No:	0
Easily Understood - Yes:	0	Easily Understood - No:	1
Outcome - Yes:	0	Outcome - No:	1
Complaint Handling - Yes:	1	Complaint Handling - No:	0

Business Unit: Housing Benefit

Speed - Yes:	6	Speed - No:	0
Easily Understood - Yes:	6	Easily Understood - No:	0
Outcome - Yes:	6	Outcome - No:	0
Complaint Handling - Yes:	6	Complaint Handling - No:	0

Business Unit: Parking - Off-street

Speed - Yes:	2	Speed - No:	0
Easily Understood - Yes:	2	Easily Understood - No:	0
Outcome - Yes:	2	Outcome - No:	0
Complaint Handling - Yes:	2	Complaint Handling - No:	0

Business Unit: Refuse

Speed - Yes:	1	Speed - No:	0
Easily Understood - Yes:	1	Easily Understood - No:	0
Outcome - Yes:	1	Outcome - No:	0
Complaint Handling - Yes:	1	Complaint Handling - No:	0

Business Unit: Spatial Planning

Speed - Yes:	1	Speed - No:	0
Easily Understood - Yes:	1	Easily Understood - No:	0
Outcome - Yes:	1	Outcome - No:	0
Complaint Handling - Yes:	1	Complaint Handling - No:	0

Business Unit: Sports Centres Client

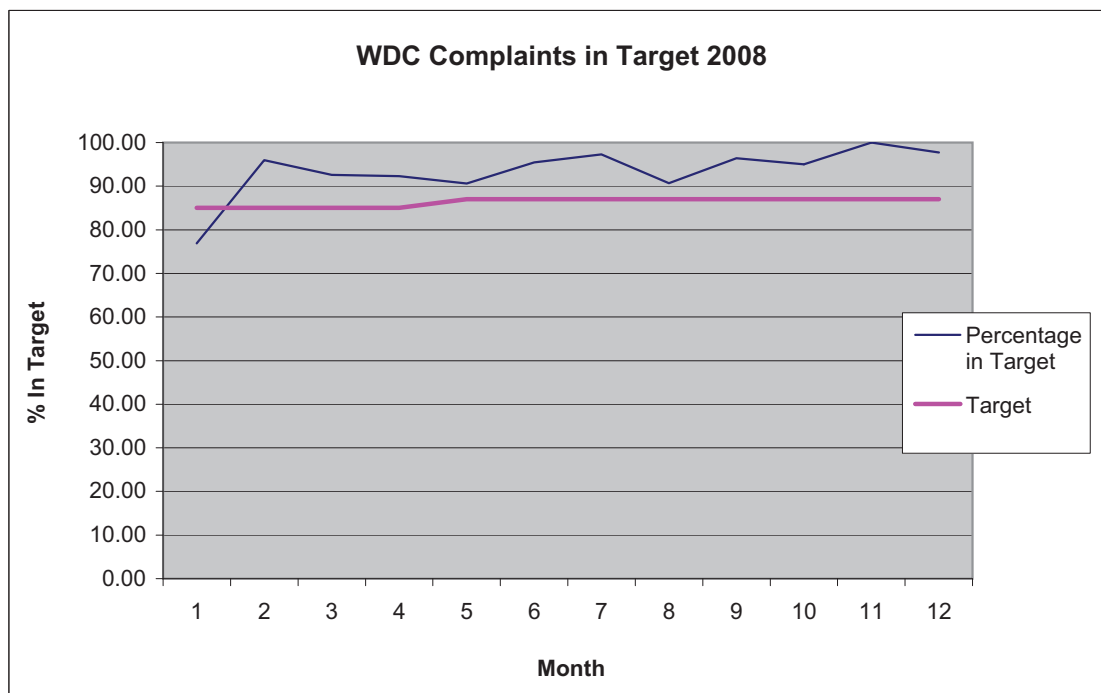
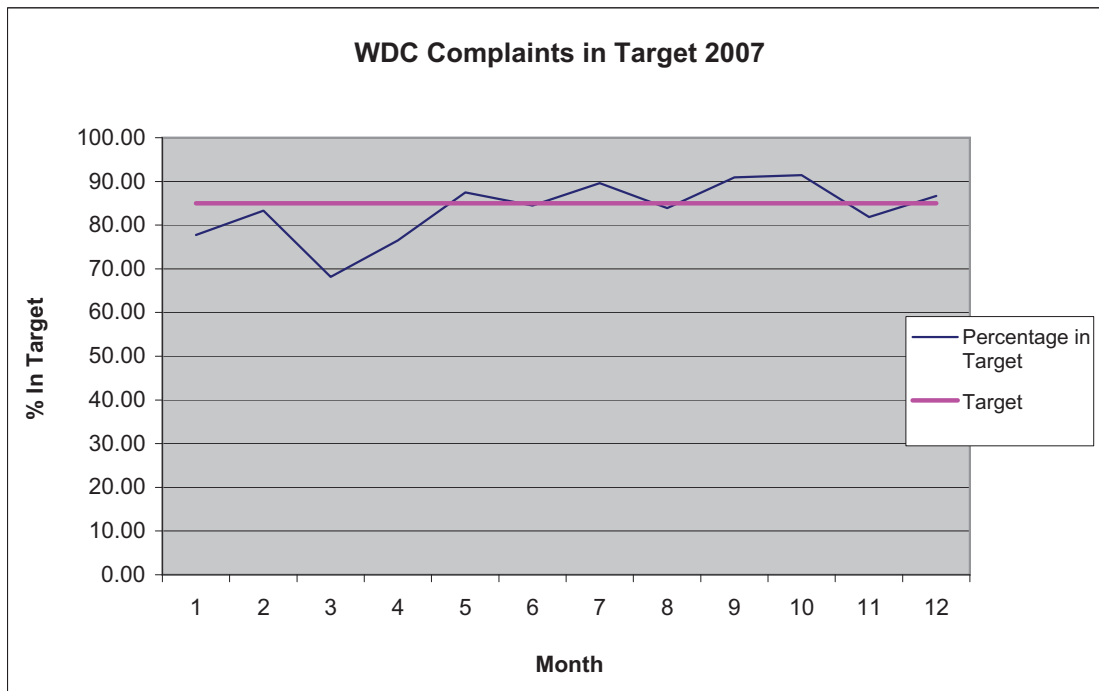
Speed - Yes:	9	Speed - No:	0
Easily Understood - Yes:	9	Easily Understood - No:	0
Outcome - Yes:	7	Outcome - No:	2
Complaint Handling - Yes:	8	Complaint Handling - No:	1

Total:

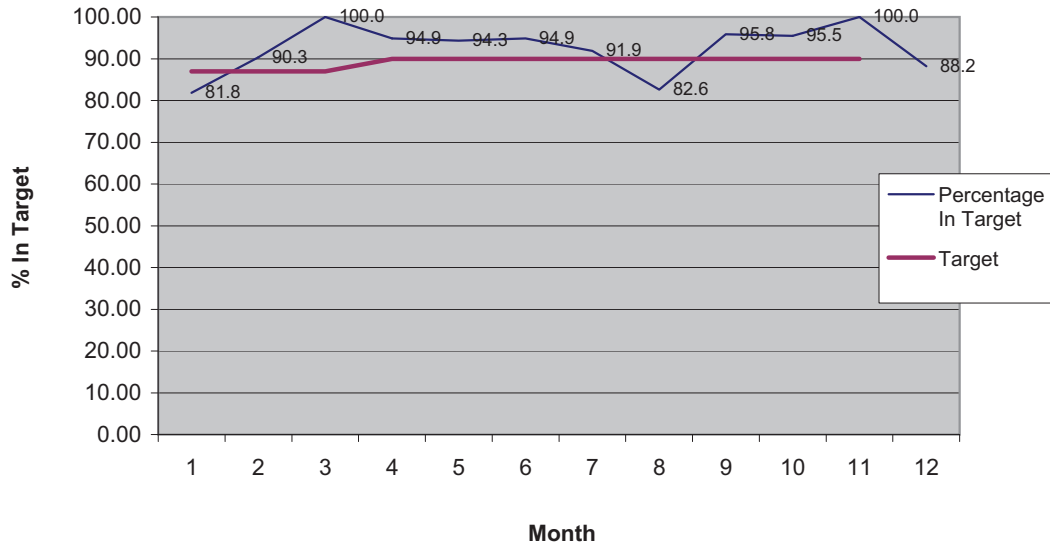
Speed - Yes:	35	Speed - No:	0
Easily Understood - Yes:	33	Easily Understood - No:	2
Outcome - Yes:	31	Outcome - No:	4
Complaint Handling - Yes:	33	Complaint Handling - No:	2

Speed - Yes:	100%
Easily Understood - Yes:	94%
Outcome - Yes:	89%
Complaint Handling - Yes:	94%

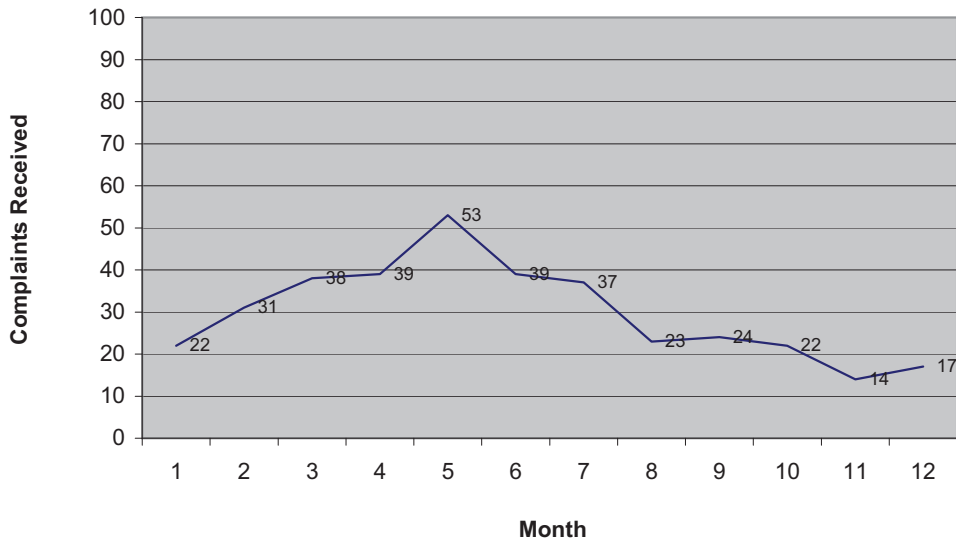
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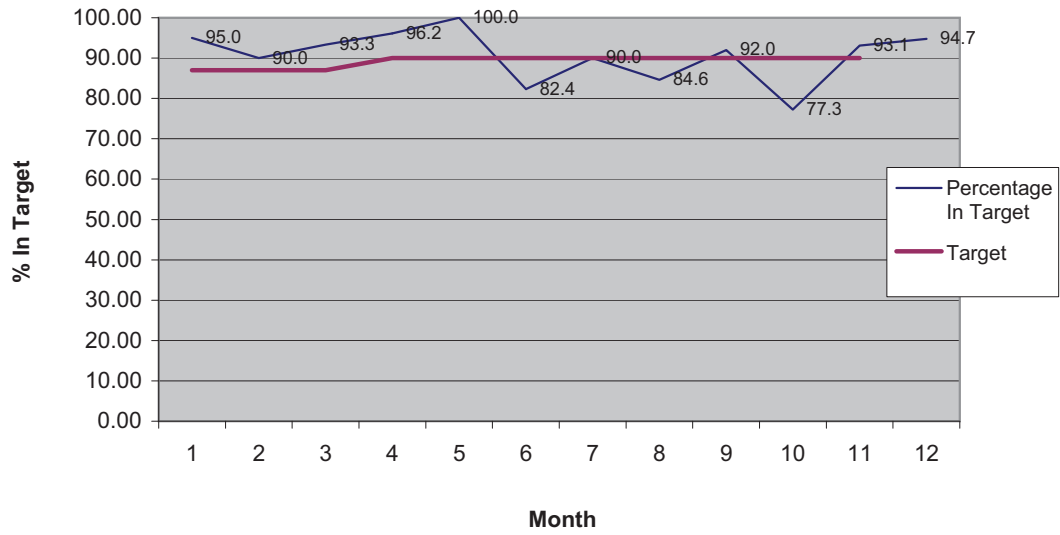
WDC Complaints in target 2009



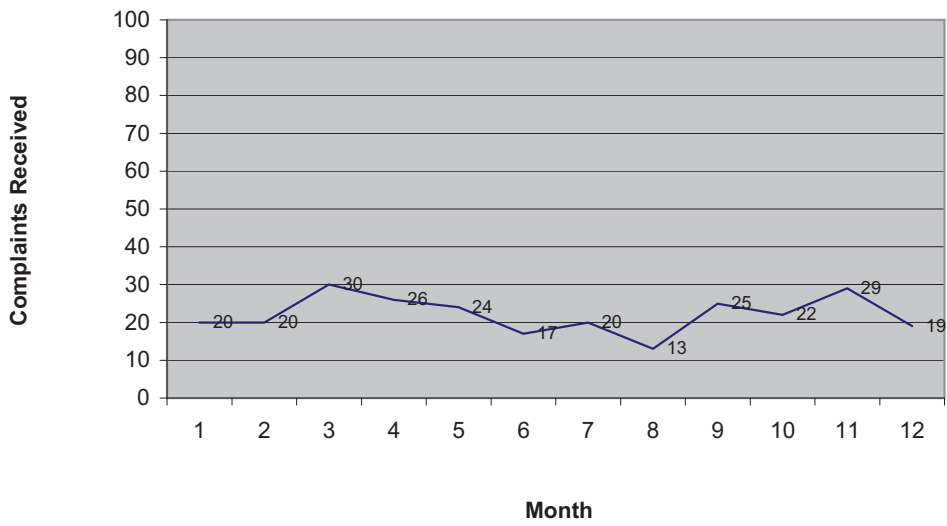
WDC Complaints Received 2009



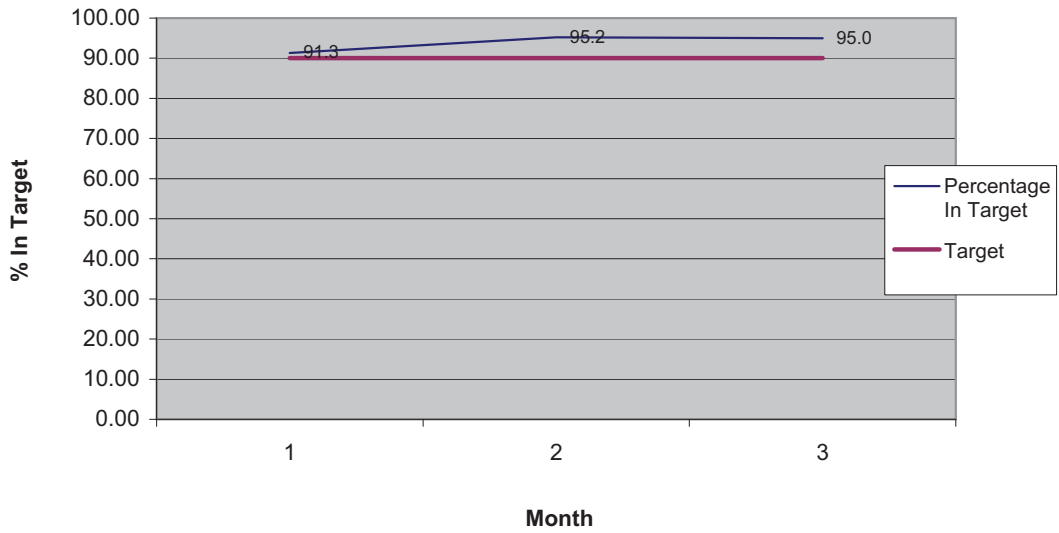
WDC Complaints in target 2010



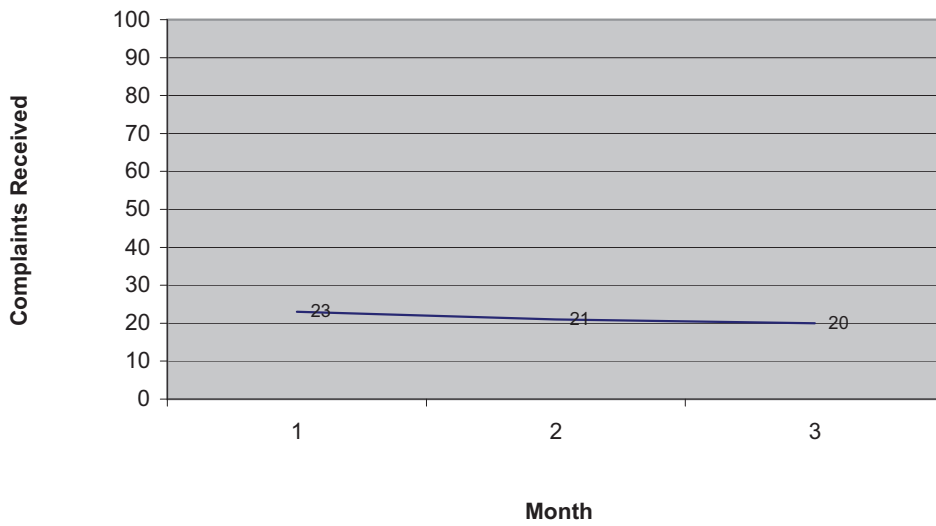
WDC Complaints Received 2010



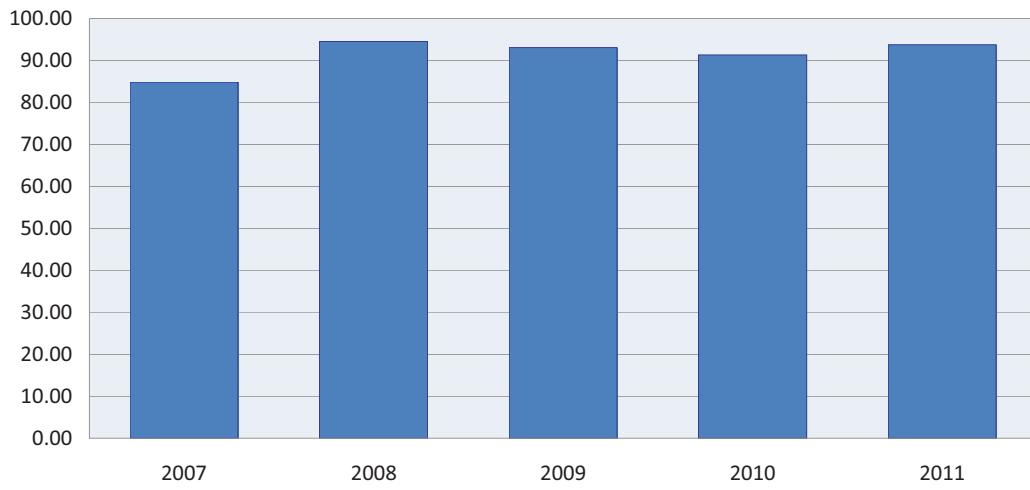
WDC Complaints in target 2011



WDC Complaints Received 2011



WDC Complaints In Target 2007 - 2011



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Service Improvements from 01/10/2010 to 31/12/2010

	Item No	Subject	Details of improvement
Parking - Off-street			
	7983	Management of Car Parks	Change to wording in letter
Parking - On-street			
	8034	Staff Attitude - Car Parks On-Street	Discussed actions with CEO concerned.
	8154	Staff Attitude - Car Parks On-Street	Spoke to SEO's concerned and reviewed signage
	8145	Staff Attitude - Car Parks On-Street	Reviewed signage
	8141	Staff Attitude - Car Parks On-Street	CEO's spoken to during Mentor meetings

Service Improvements from 01/01/2011 to 31/03/2011

Service	Item Type	Service Mail No	Subject	Improvement
Building Control				
Housing Repairs	Complaint	8522	Service Provision	More thorough checking of web links and BCM to check spelling on emails.
	Complaint	8697	Contractor Issues - Repairs	Arrangements now been made between customer and contractor
Refuse				
	Complaint	8337	Bin collection	Discussed with Officer/Contractor - database updated

OMBUDSMAN ONGOING CASES – 2010/11

Cllrs Notified:	Service Mail Ref	Name and Address	Date Received	Ombudsman Ref	Summary of complaint	Comments
D J Carroll, J Gibbs & R C Pushman 26/11/10	8110	Mr E Furness Oaklin Warrendene Raod Hughenden Valley HP14 4LY	4.11.10	10 012 363/sxp	Complaint regarding review of Standards Complaint by Standards Review Sub-Committee: Decision based on incorrect information	Response sent 26/11/10 Update from LGO - prov view that no Malad but needs to be checked when new LG Ombudsman in post (? April 2011)
M Abdul-Karim, J White & M Yasin 29/03/11	7991	Mr D Akram 94 West Wycombe Road High Wycombe HP12 3AA	21.02.11	10 016 552 CK & 10 019 784 CK	Complaint regarding planning enforcement at 92 West Wycombe Rd, and failure of Env Health to take effective action re nuisance arising from building works at 92 West Wycombe Rd	Response sent 25.03.11
D W Devine LGO Enquiry TBA with response letter	8519	Mr H Soliman Flat 6 Saunderton Lodge Wycombe Road High Wycombe HP14 4JB	22.02.11	10 019 303/sxp	Complaint that Council has not placed complainant in suitable temporary homelessness accommodation with regard to his disability etc.	Complainant now residing at HM Prison on remand
TOTAL						3

Service Mail Ref	Date Received (Date closed)	Ombudsman Ref	Summary of complaint	Comments	OMBUDSMAN CATEGORY							Total										
					NM	LS	OJ	OD	M	MI	TOTAL											
6600	15.02.10 (14.04.10)	09 015 862/MRP	The Council: 1) Has failed to rectify damp problems within the property during the last 12 months; and 2) Has failed to follow procedures when assessing the household's medical needs for the housing register.	No Maladministration																		
6425	15.02.10 (14.04.10)	09 014 433/AG	That the Council has failed to take proper action to prevent people accessing her garden from the museum grounds after hours using the wall on the other side of her boundary fence. Although the Council has offered to plant shrubs against her mesh fence she feels this is not a solution.	No Maladministration																		1
7239	23.04.10 (23.04.10)	09 016 637/fce	Council did not use powers to investigate nuisance and make sure that Thames Water took action to prevent periodic flooding of their property	No Maladministration (Direct decision without investigation)																		
7286	14.06.10 (14.06.10)	09 017 965/PBM	Council should not have granted planning permission for neighbouring site and failure to take enforcement action with regard to encroachment and tree damage.	No Maladministration (Direct decision without investigation)																		1
7760	25.05.10 (25.05.10)	10 001 231/FCE	Management of Higginson Park Improvement Project	Ombudsman's Discretion (Direct decision without investigation)																		1
7078	18.06.10 (18.06.10)	10 000 916	Council at fault in granting planning permission for neighbour's rear extension due to lack of privacy.	No Maladministration (Direct decision without investigation)																		
7546	25.05.10 (05.07.10)	09 014 143/DS	Council did not properly consider Mrs Pusey's housing/homelessness application.	No Maladministration																		
6478	26.07.10 (26.07.10)	10 001 489/PBM	Council was at fault in issuing a Certificate of Lawfulness to neighbour in respect of work carried out to his property.	No Maladministration (Decision without investigation)																		1
7699	18.08.10 (18.08.10)	10 006 414/PBM	Council was at fault when it considered a planning application for a neighbouring development.	No Maladministration (Decision without investigation)																		1

Service Mail Ref	Date Received (Date closed)	Ombudsman Ref	Summary of complaint	Comments	NM/LS	OJ	OD	MI	TOTAL	P/BC	Local Tax	ASB	Hsg	Env Health	Hsg Repairs	Benefits	Transport & Highways	Licensing	Other	
6790	17.6.10 (05.10.10)	10 003 584/FCE	Council provided misleading pre-application advice in relation to a proposed change of use at 19 Rose Avenue.	Local Settlement (£1437.50 - reimbursement of fees/costs in relation to planning application)	1					1										
7709	05.07.10 (11.10.10)	10 004 186/DS	Final offer of property at 24 Milton Place is unsuitable due to disability.	No Maaadministration																
7527	27.10.10 (27.10.10)	10 011 456/PBM	Complaint re planning permission for storage facility close to complainant's home and lack of enforcement action.	Ombudsman's Discretion	1							1								
2342	17.09.10	10 009 145/sxp	Complaint regarding planning permission granted to neighbour's property and responses to complaints made to WDC.	Outside Jurisdiction			1													
8418	04.01.11 (04.01.11)	10 013 277	Complaint regarding procedures in relation to proposed new Stadium site, Booker.	Ombudsman's Discretion (Direct decision without investigation)			1													
8419	04.01.11 (04.01.11)	10 013 302	Complaint regarding procedures in relation to proposed new Stadium site, Booker.	Ombudsman's Discretion (Direct decision without investigation)			1													
8049	14.10.10	10 011 690/DS	Complaint re homelessness procedures - failure to interview complainant; failure to make adequate inquiries before s184 decision and failure to place in appropriate housing band on the register.	Local Settlement (£300 - time, trouble and distress to complainant)																
8118	10.02.11 (10.02.11)	10 014 763	Complaint regarding Disability Grants procedure for application in 2004.	Outside Jurisdiction	1															
					9	2	2	4	0	10	0	0	4	1	0	0	0	0	1	2

Private Hsg Grants

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