

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%